

State 911 Committee

Annual Report to the Michigan Legislature

August

2013

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Table of Contents

Report of the Chair/Status of 911 in Michigan _____	2
Reporting Requirements of the Emergency 911 Service Enabling Act _____	3
An Overview of 911 in Michigan _____	5
Department of State Police Report _____	8
Department of Treasury Report _____	9
County Certification Report _____	10
Dispatcher Training Report _____	11
Appendix 1: Overview of Emergency 911 Fund _____	13
Appendix 2: County Information Detail _____	14
Appendix 3: Distribution of Emergency 911 Funds to Counties _____	20
Appendix 4: GIS Project Map _____	21
Appendix 5: Next Generation 911 _____	22
Appendix 6: Allowable/Disallowable Usage of 911 Surcharge Funds _____	23
Appendix 7: PSAP Training Fund Payment History _____	25
Appendix 8: Michigan 911 County Surcharges _____	30
Appendix 9: Committee Membership Listing _____	32
Appendix 10: State Fees and Organizational Structure _____	33
Appendix 11: Glossary of Terms _____	35

RICK SNYDER
GOVERNOR



STATE OF MICHIGAN
STATE 9-1-1 COMMITTEE
LANSING

SHERIFF DALE GRIBLER
CHAIR

August 1, 2013

Dear Michigan Legislators:

As the chair of the State 911 Committee (SNC), I am pleased to provide to you the State 911 Committee's 2013 Annual Report to the Michigan Legislature.

Section 412 of Public Act 32 of 1986, as amended, requires the SNC provide the Michigan Legislature with annual data on our state's 911 system. As in past years, the SNC has not only provided the Legislature with the information required by statute, but also supplies additional information to give an accurate snapshot of Michigan 911 at the present, as well as a view into the future of 911 for our state.

Since last year's Annual Report to the Legislature, there have been a number of significant achievements for 911 in Michigan. One of these was the final issuance of administrative rules on minimum training standards for 911 operators in the State of Michigan. Beginning December 13, 2012, all new 911 operators will have a standardized 80 hours of coursework training within their first 24 months of hire. All 911 operators will have a standard of 24 hours of continuing education every 24 months. The implementation of the program will be administered by the State 911 Office and went into effect in early 2013. The standards are a significant step towards 911 dispatching becoming recognized as a profession on par with other public safety providers as well as ensuring that citizens receive a baseline level of 911 call-taking and dispatching services when they dial 911 in Michigan.

The ENHANCE 911 Grant project, which funded a statewide interface for 911 geographical information systems (GIS) repository for the sharing of location data between PSAPs, was completed in September of 2012. The GIS project was done in partnership with the Center for Shared Solutions Technology Partnerships (CSS) at the Michigan Department of Technology, Management, and Budget (DTMB) with the assistance of a Technical Advisory Committee, comprised of members of local government representation from IT, 911, and GIS to make it a truly collaborative project.

There has also been activity in the area of payment of prepaid wireless fees in 2012. In October 2012, the SNC initiated two petitions before the Michigan Public Service Commission (MPSC) against two prepaid providers, asserting the two providers were not properly paying into the 911 fund. One case (MPSC Docket U-17109) was settled prior to going to hearing. The second case (U-17108) was dismissed by the administrative judge on the basis that the SNC did not have standing to bring the suit. Full details and dispositions on both cases can be found in the respective e-dockets at www.michigan.gov/mpsc.

Additionally, P.A. 5468 of 2012 moved Michigan from a prepaid provider-collected 911 fee model to a retail point of sale-collected 911 fee model. The fee collected is 1.92% of the sale of minutes. An evaluation of effect of the point of sale on revenues to the 911 fund is underway at this time.

As the chair of the SNC, the committee designated by statute to guide 911 in Michigan, I am also pleased to report there were no findings in this year's annual audit of the State 911 Fund by the Office of the Auditor General. In closing, I think you will find the stage is being set to ready Michigan for Next Generation 911 (NG911). Appendix 5 is a brief synopsis of what NG911 is and how it affects every citizen and visitor in Michigan. It is my sincere hope you have the opportunity to read and consider this report in your future policy decisions on 911 in our state. While no recommendations on changes in 911 funding are being made by the SNC in this report, we encourage your inquiries and active involvement in our work by being engaged in dialog and activity with the 911 community. The SNC is looking ahead to moving forward on the issues that will help build a flexible, technology-neutral NG911 system, which will serve Michigan's citizens and public safety community well into the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Dale Gribler".

Sheriff Dale Gribler

Reporting Requirements of the Emergency 911 Service Enabling Act

MCL 484.1412 Report on 911 system and charge

Section 412 states: (1) The committee shall make a report annually on the 911 system in this state and the state and county 911 charge required under sections 401, 401a, 401b, 401c, 401d, and 401e and distributed under section 408 not later than August 1 of each year. The report shall include at a minimum all of the following:

- a) The extent of emergency 911 service implementation in this state.
- b) The actual 911 service costs incurred by PSAPs and counties.
- c) The state 911 charge required under section 401a and a recommendation of any changes in the state 911 charge amount or in the distribution percentages under section 408.
- d) A description of any commercial applications developed as a result of implementing this act.
- e) The charge allowed under sections 401a, 401b, 401c, 401d, and 401e and a detailed record of expenditures by each county relating to this act.

A. The extent of emergency 911 service implementation in this state.

All of Michigan's 83 counties are both Phase I and Phase II compliant. At this time, all counties are delivering Enhanced 911 on both wireless and landline communications. Mackinac Island has Phase II wireless 911 and is in the process of implementing Enhanced 911 for landline phones.

B. The actual 911 service costs incurred by PSAPs and counties.

Each county was asked to report 911 costs and any other allowable 911 fund expenditures for calendar year 2012. A detailed list of responses can be found in Appendix 2.

The reported 2012 total annual 911 expenses of the PSAPs and counties combined, as reported to the State 911 Committee for the 2013 Annual Report to the Legislature, was \$188,803,597 (*Kalamazoo County and the Wayne County Service Districts of Detroit and the Conference of Eastern Wayne did not report, and the data from Macomb County was incomplete*).

Overall, counties reported receiving \$64,440,196 in local 911 surcharge funding during 2012. Other funding sources reported by the counties included \$62,174,948 in local general funds from counties and municipalities, and \$30,431,231 from millage generated funding. Treasury reported distributing \$23,137,146 to counties in State 911 Funds during calendar year 2012.

While not all landline providers participate in the technical surcharge pooling process, based on the annual accounting of the landline providers and the "true up" performed by McCartney and Associates, the reported figure for technical costs in 2011 was \$7,506,896*. (*Antrim, Arenac, Baraga, Dickinson, Hillsdale, Kalamazoo, Keweenaw, Manistee, Schoolcraft, and the Wayne County Service Districts of Detroit, Downriver, and Conference of Eastern Wayne did not report.*)

The cost of wireless 911 delivery to landline service providers (Frontier and AT&T), reimbursed through MCL 484.1408 (4) (b), as approved by the Michigan Public Service Commission (MPSC) under Docket U-14000 for calendar year 2012, totaled \$1,189,094.76.

C. The state 911 charge required under section 401a and a recommendation of any changes in the state 911 charge amount or in the distribution percentages under section 408.

No changes were recommended during 2012.

D. A description of any commercial applications developed as a result of implementing this act.

No providers reported any commercial applications in 2012.

E. The charge allowed under sections 401a, 401b, 401c, 401d, and 401e and a detailed record of expenditures by each county relating to this act.

County reports indicate the total annual cost of PSAP operations in Michigan to be \$184,572,702 (*Kalamazoo County, the Wayne County Service Districts of Detroit, and the Conference of Eastern Wayne did not report, and the data from Macomb County was incomplete*). A detailed record of expenditures is set forth in Appendix 2 and the 911 surcharges for each county are contained in Appendix 8.

Of the Michigan PSAPs capable of counting their call volumes, an estimated average of 61% of all 911 calls came from wireless phones. Due to the inability of numerous counties that are unable to report VoIP 911 call volume, an accurate percentage is not possible at this time.

* A projection for the annual technical surcharge total was calculated by the State 911 Office based solely on the populations of the reporting and non-reporting counties for a total of \$8,897,495 for 2011.

An Overview of 911 in Michigan

Each year the State 911 Committee (SNC) issues a report on the current state of 911. This overview helps to give readers an “at-a-glance” picture of the 911 operations in Michigan.

What does the State 911 Committee and the State 911 Office do?

The State 911 Committee has 21 members representing local public safety, private industry, and state services. The SNC was established in accordance with P.A. 32 of 1986 to promote the successful development, implementation, and operation of 911 systems across the State of Michigan. The SNC meets quarterly while the subcommittees of the SNC may meet more frequently, depending on the issues the subcommittees are working on at any given time.

In accordance with P.A. 244 of 2003, the Michigan State Police provides staff assistance to the committee as necessary to carry out the committee’s responsibilities. That assistance comes from the State 911 Office (SNO). The SNO provides a number of services to the SNC and the 911 community, including:

- Presentations on 911 issues to various stakeholder groups in the public and private sectors.
- Coordination and oversight of the State 911 Dispatcher Training Program and funds.
- SNC Web site and information provided through it (i.e. contact numbers, current PSAP information, fund distribution information, presentations on current issues and activities, etc.).
- Maintenance of centralized 911 data collection and reporting.
- Compliance reviews and facilitation of best practice standards.
- Statutory notices on state and local surcharges to communications providers, counties, and PSAPs.
- Assistance to members of the public, industry, and all levels of government with questions on 911.

In Michigan, 911 calls are answered at public safety answering points (PSAPs).

What do PSAPs do?

A PSAP is a 24x7 public safety facility that answers 911 calls for a designated jurisdiction. It processes calls and initiates emergency and non-emergency responses for police, fire, and emergency medical services. PSAPs may also perform other important public safety services such as LEIN entry, poison control transfers, and the activation of community alerts.

Informational reports, tools, and lists on 911 available at the State 911 Committee’s Web site

- Annual Report to the Legislature.
- Reporting, application, and remittance forms.
- Updates on projects, presentations, and other activities of the SNC.
- Funds distributed to counties and PSAPs by Treasury.
- Postings of meetings and minutes of the SNC and its subcommittees.
- Distribution of state 911 funds to the counties and training funds to PSAPs.
- List of best practices and policies for compliance reviews.
- State and local 911 surcharge amounts.
- Lists of all Michigan Primary PSAPs and county 911 coordinators.
- Allowable and Disallowable Expenditures of 911 funds.
- List of approved training courses.

The Committee’s Web site address is: www.michigan.gov/snc

Milestones reached in 911 during 2012

1. Completion of the ENHANCE 911 Grant GIS Project

The project, which was completed in September of 2012, began in September of 2009, when the State 911 Office received a \$1.7 million grant from the National Highway and Traffic Safety Administration (OHSP) through the ENHANCE 911 grant program. The federal funds were matched with the support of the Michigan Legislature with an additional \$1.7 million from the former CMRS funds through P.A. 284 of 2010 for a total of a \$3.4 million project. The grant project was to build a geographical information system (GIS) database repository that would allow all the participating PSAPs to access and share GIS information with each other as well as serve as the future 911 call routing database for NG911.

During the course of the project, a multi-discipline Technical Advisory Committee (TAC) comprised of local government members from PSAPs, IT, and GIS was formed. The TAC, along with the state project resources from MSP and DTMB's Center for Shared Solutions (CSS), and technical assistance from L.R. Kimball, became a key component to the project's successful completion. In addition to its tasks of business requirements, public outreach, a template memorandum of agreement, and other project tasks, the TAC managed a two-round sub-grant program for the participating entities. Through the sub-grants, over \$1.1 million was distributed to local governments for improvement to their local GIS data. On average, the data improvement from the first round went from 68% to 98% accuracy. On average, the data improvement from the second round went from 77% to 97% accuracy.

A current map of the participating counties is illuminated in Appendix 4 to this report.

2. Minimum Training Standards for 911 Operators

In December of 2012, the MPSC issued an order, based on recommendation from the SNC, on minimum training standards for Michigan. The standards include one 40-hour set of basic telecommunicator skills, a second 40-hour set of more advanced skills, and requirements for continuing education for established telecommunicators. The State 911 Office has worked diligently towards implementing the standards, including outreach to all the PSAPs in Michigan about the standards and the implementation of a program to effectively track the training received by more than 1,700,000 operators in the state of Michigan.

Background on Michigan 911 and its PSAPs

As of July 1, 2013, there are 155 PSAPs in Michigan, operated at various levels:

- Cities/Municipalities: 78
- County: 65
- Multi-county: 5
- State: 3
- Universities: 4

Michigan PSAPs reported answering 5,680,367 calls on 911 lines in 2012.

Under Michigan Statute, 911 is established at the county level by implementing a county 911 plan. Each county determines locally how its 911 operations are funded.

The reported 2012 total annual expenses of the PSAPs and counties, as reported to the State 911 Committee for the 2013 Annual Report to the Legislature, was \$188,803,597. (*Kalamazoo County, Wayne County Service District of Detroit, and the Conference of Eastern Wayne did not report, and the data from Macomb County was incomplete.*)

As reported by Michigan's counties in 2012 (*Kalamazoo County, Wayne County Service District of Detroit, and the Conference of Eastern Wayne did not report, and the data from Macomb County was incomplete*), funding resources of \$186,178,209 for PSAPs approximately included:

- Local General Fund: \$62,174,948 (33.5%)
- Millage Funds: \$30,431,231 (16%)
- Local Surcharge: \$64,440,196 (35%)
- State Surcharge: \$21,391,916 (11.5%)
- Other Funding Sources: \$7,739,918 (approx. 4%)

Note:

Some PSAPs are under the operating budget of a larger public safety entity and not all those operating costs are reflected in the budget figure as they are absorbed into the larger entity's operating budget.

As noted on Appendix 2, while the "Total Other Receipts" figure contains additional revenues such as fees, rental, and training funds, the figures may also indicate non-revenue funding such as loans and contracts with other counties using 911 revenue already reported.

Technical Costs

The technical costs allowed under MCL 484.1401d in 2011 for the network as reflected in the data reported by the counties totaled \$7,506,896.* (*Antrim, Arenac, Baraga, Dickinson, Hillsdale, Kalamazoo, Keweenaw, Manistee, Schoolcraft, and the Wayne County Service Districts of Detroit, Downriver, and Conference of Eastern Wayne did not report.*)

The cost of wireless 911 delivery to landline service providers (Frontier and AT&T) reimbursed through MCL 484.1408 (4)(b), as approved by the Michigan Public Service Commission under Docket U-14000 for calendar year 2011, totaled \$1,189,094.76

*A projection for the technical surcharge total was calculated by the State 911 Office based solely on the populations of the reporting and non-reporting counties for a total of \$8,897,495 for 2011.

Department of State Police Report

Administrative Services Bureau

The Administrative Services Bureau (ASB) Commander serves as the State Police representative to the SNC. This representative also serves as the chair of the SNC Legislative Action Subcommittee.

State 911 Administrator's Office

Under the Act, the Michigan State Police is responsible for providing staff assistance to the State 911 Committee as necessary to carry out the committee's duties. The State 911 Administrator's Office is housed within the ASB and reports to the Commander of that bureau.

Throughout 2012, the State 911 Office was actively involved in Michigan's 911 system. Activities of the office have included:

- Final implementation of the ENHANCE 911 GIS repository project.
- Instructional presentations for the 911 community, including MCDA, IPU, APCO, and NENA.
- The 2012 Spring 911 Technology Forum.
- Coordination of the activities of the SNC and its subcommittees.
- Oversight of the 911 Dispatcher Training Fund Program.

The State 911 Administrator's Office can be contacted at:

333 South Grand Avenue, Lansing, Michigan 48909
(517) 241-0133
www.michigan.gov/snc

Upper Peninsula Dispatching

The Michigan State Police (MSP) Negaunee Regional Communication Center (NRCC) serves as the primary PSAP and provides full dispatching services for the following counties:

Baraga
Houghton

Keweenaw
Ontonagon

Schoolcraft

From January 1, 2012, through December 31, 2012, the NRCC answered 18,317 911 calls.

MSP Detroit Metro-Area Wireless 911 Services

At times, wireless 911 calls cannot be processed directly to local PSAPs for reasons that include trunk loading and network outages. The MSP Detroit Regional Communication Center (DRCC) serves as one of the default routing points for these calls in the Detroit Metro area. From January 1, 2012, through December 31, 2012, the DRCC answered 78,018 wireless 911 calls.

MSP Central and Southwest Michigan

Effective May 2011, the MSP dispatch operations for southwest Michigan were consolidated with the MSP Lansing Regional Communication Center (LRCC). Although direct 911 calls are not routed to this center, 1,661 transferred 911 calls from Kent County were answered by LRCC in 2012.

MSP Northern Lower Peninsula

Otsego County Central Dispatch is collocated with the MSP Gaylord Regional Communication Center (GRCC). Through a shared services agreement, GRCC answered 947 911 calls from January 1, 2012, through December 31, 2012.

Department of Treasury Report

The Department of Treasury is responsible for the financial administration of this program. Financial administration tasks include processing remittances received from telecommunication suppliers and prepaid wireless telecommunication service sellers; making distributions to the counties and the Public Safety Answering Points as directed by the State 911 Committee; making distributions to local exchange providers as directed by the Michigan Public Service Commission, and accounting for these transactions.

Cash Receipts from telecommunication suppliers, prepaid wireless telecommunication service sellers, and interest earnings for Fiscal Year 2013 through June 30, 2013, total \$21.5 million. Treasury's Bureau of Investments invests the Emergency 911 fund balance as part of the State's common cash fund.

Treasury processes four types of payments for this program:

- 1 & 2. County payments, made quarterly to counties that have a final 911 plan in place. The payments are based on 82.5% of the money deposited in the Emergency 911 fund. Of the 82.5%, 40% is equally distributed to each qualifying county, and the remaining 60% is distributed on a per capita basis to each qualifying county.
3. Supplier Reimbursement payments, made to local exchange providers for costs related to wireless emergency service. Payments are being made for reimbursements in accordance with the Michigan Public Service Commission's June 29, 2004, order in Case No. U-14000 for wireless emergency service costs recoverable pursuant to 2003 PA 244, MCL 484.1408(4)(b). The payments are based on 7.75% of the money deposited in the Emergency 911 fund. As of June 30, 2013, a balance of \$3.4 million remains in the fund for disbursement.
4. Public Safety Answering Points training fund payments, made semi-annually, are based on 6% of the money deposited in the Emergency 911 fund. The 22nd PSAP training fund payment was made in December 2012; \$869,921 was distributed to 107 PSAPs. The 23rd PSAP training fund payment was made in May 2013; \$870,263 was distributed to 100 PSAPs. The next payment will occur in the fall of 2013.

The system to make disbursements to the counties and the PSAPs is a modification to the State Revenue Sharing system.

(as of July 2013)

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County Certification

The Certification Subcommittee met on the following dates in 2012: February 28, June 6, and September 6. A conference call was held on November 27.

Mr. Richard Feole, Mason-Oceana 911, served as the chair of the Certification Subcommittee for 2012. No new members were added in 2012.

The following is a brief overview of compliance reviews conducted during 2012:

1. Benzie County: This “by request” review continued from 2011, with the final report approved by the SNC in June 2012.
2. Chippewa County: This “random” review continued from 2011, with the final report approved by the SNC in June 2012.
3. Eaton County: This “random” review was closed with the final report approved by the SNC in October 2012.
4. Clinton County: This “by request” review was closed with the final report approved by the SNC in October 2012.
5. Baraga County: This “random” review was put on hold awaiting a new 911 Coordinator to be named. The review will be held in 2013.
6. Otsego County: The on-site review for this “random” review was held in September 2012. The final report is being completed and will be issued by the SNC in 2013.
7. Huron County: Huron County was selected for a “random” review in September 2012. The final report will be issued by the SNC in 2013.

A complete listing of the Certification Subcommittee meeting minutes and a listing of counties that have been reviewed may be found on the State 911 Committee Web site at www.michigan.gov/snc.

Dispatcher Training

For the period of January 1, 2012, through December 31, 2012, the Dispatcher Training Subcommittee (DTS) convened five meetings on the following dates: February 9, March 7, July 18, October 18, and November 26.

On February 9, 2012, the DTS reviewed 134 Dispatcher Training Fund applications received from Michigan PSAPs. Opportunities to appeal the February 9 denials were heard on March 7, 2012. Of the 134 applications, 111 were approved, 21 were denied because they failed to spend down their previous years' funds, and two were denied because they failed to meet the requirements set forth in the Dispatcher Training Guidelines. The DTS recommended the SNC approve 111 PSAPs for 2012 Dispatcher Training Funds totaling 1,545 eligible full time employees (FTEs dispatchers/emergency telecommunicators). The SNC approved the DTS's recommendation at its regular scheduled meeting on March 13, 2012, and authorized distribution to 1,545 FTEs.

At the February meeting, the DTS also discussed Computer Aided Dispatch (CAD) System Training. Several PSAP directors requested the DTS to re-consider CAD System Training as an approved course for use of SNC training funds. After much discussion, the DTS reaffirmed its position on CAD Software Training, "CAD Software Training is specific to each individual PSAP and therefore is considered, by definition, internal training." SNC training funds cannot be used for internal training.

The first distribution of 2012 Dispatcher Training Funds was distributed on May 29, 2012, to 1,545 FTEs at a rate of \$544 per FTE; total distribution of \$840,480.

On June 26, 2012, the Michigan Public Service Commission approved case number U-16413. This order promulgates rules establishing basic and advanced training requirements and continuing education requirements for 911 operators statewide. The training standards will be submitted to the Legislative Service Bureau and the Office of Regulatory Reinvention for approval. Once formally approved, they will be forwarded to the Joint Committee on Administrative Rules (JCAR) for implementation.

At the July 18 DTS meeting, the Committee discussed the use of training funds for webinars and online courses. The Committee concluded that webinars and online courses are a valuable educational tool for PSAPs and the DTS will not discourage providers from submitting a request for approval; however, the providers are still subject to the same guidelines and policies regarding attendance verification.

At the October 18 DTS meeting, the Committee approved an optional endorsement program for training providers. The endorsement program allows training providers to request an "endorsement" of Module I and/or Module II if the course meets the minimum requirements for that module in the Dispatcher Training Standards. This program was enacted to assist PSAP administrators in determining which courses meet the requirements under the new standards prior to registering any personnel for the course. The DTS distributed letters to all training providers and PSAP administrators explaining the endorsement program.

On November 26, 2012, the DTS approved for recommendation to the SNC, the 2013 Dispatcher Training Fund Application packet (cover letter, training fund registration instructions, form DTS-101, form DTS-101W, form DTS-510, and reminder postcard). The SNC approved the DTS's recommendation at its regular scheduled meeting on December 11, 2012, authorizing the packet for distribution to all Michigan PSAPs.

The second distribution of training funds was distributed on December 12, 2012, to 1,517 FTEs at a rate of \$573.45 per FTE; total distribution of \$869,921.

On December 13, 2012, the minimum Dispatcher Training Standards, as approved by the MPSC (U-16413) were filed with the Secretary of State and took immediate effect. The new training standards require emergency telecommunicators hired on or after December 13, 2011, who are currently employed

by a primary PSAP, to complete Module I, consisting of an SNC approved 40-hour basic telecommunicator training course within 18 months of the effective date of the rules. Module I contains the following subjects:

- Overview of public safety, police, fire, and emergency medical services.
- Telecommunicator roles and responsibilities.
- Legal aspects of dispatcher services.
- Interpersonal communications.
- Public safety technologies.
- Telephone techniques.
- Call classification.
- Radio communications.
- Stress management.

Within 24 months of the date of hire, emergency telecommunicators who were hired on or after December 13, 2011, shall also complete Module II, a 40-hour advanced telecommunicator training course approved by the SNC. Module II contains eight hours of training in the following subjects:

- Domestic violence.
- Suicide intervention.
- 911 liability.
- Stress management.
- Homeland security elective.

Once the training requirements are completed, a telecommunicator is considered a designated telecommunicator.

Overview of Emergency 911 Fund

As of June 30, 2013

Appendix 1

Fund	Receipts	Disbursements	Balance
CMRS	91,532,880.52	88,178,462.01	3,354,418.51
County	93,608,914.31	91,329,209.00	2,279,705.31
County/Pop	140,435,717.14	137,013,382.00	3,422,335.14
Training	15,740,294.64	14,718,880.93	1,021,413.71
MSP	1,956,624.43	1,956,624.43	0.00
MSP 911/ETSC Admin	5,220,388.32	4,946,419.73	273,968.59
MSP 911/Disp. Ctr.	2,792,535.30	2,517,101.64	275,433.66
Treasury Admin	60,405.53	60,405.53	0.00
TOTALS	351,347,760.19	340,720,485.27	10,627,274.92

PA 164 of 2007 provides for \$0.19 State 911 surcharge that is distributed as follows:

County: 82.5% of the fund is to each county that has a final 911 plan in place as follows:

County/Equal: Forty percent of the 82.5% is distributed quarterly on an equal basis to each county. Money received by a county under this subdivision may only be used for 911 services as allowed under the act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund.

County/Population: Sixty percent of the 82.5% is distributed quarterly based on a population per capita basis. Money received by a county under this subdivision may only be used for 911 services as allowed under the act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund.

Service Provider Wireless 911 Call Cost Reimbursement: 7.75% of the fund is available to reimburse local exchange providers for the costs related to wireless emergency service. Any cost reimbursement allowed under this subdivision cannot include costs that are not related to wireless emergency service.

Training: Six percent of the fund is available to PSAPs for training personnel assigned to 911 centers. Funds are distributed semi-annually, in accordance with an application process established by the ETSC. Money is disbursed to eligible PSAPs and counties for training of PSAP personnel through courses approved by the ETSC. The courses must provide basic 911 operations training or in-service training to employees engaged in 911 service. *(Refer to the Training Fund Report on Appendix 7 for additional information).*

MSP 911/SNC Administration: 1.88% of the fund is credited to the Department of State Police to operate a regional dispatch center that receives and dispatches 911 calls and 1.87% of the fund is credited to the Department of State Police for costs to administer this act and to maintain the office of the state E911 coordinator.

Two percent of the state 911 charge collected under the act is to cover the supplier's costs for billing and collection. (Since this portion is not submitted to the Department of Treasury, it is not included in the chart above.)

County Information Detail

Appendix 2 Financial Detail

County	Total State 911 Surcharge Receipts (all devices)	Total Local 911 Surcharge Receipts (all devices)	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total 911 Operating Expenses	Total Other Allowable Expenditures from 911 Surcharge Funds	Total of Unexpended 911 Surcharge Funds	Total Carryover of Unexpended 911 Surcharge Funds Prior to 2011 Receipt	Total Other County 911 Expenses Incurred by a non-PSAP
Alcona	\$ 126,107.00	\$ 357,110.93	\$0.00	\$0.00	\$ 7,822.00	\$ 456,119.37	\$ 456,119.37	\$0.00	\$0.00	\$0.00
Alger	\$ 124,987.00	\$ 41,946.00	\$0.00	\$0.00	\$ 1,117.00	\$ 168,050.00		\$ 149,779.00	\$ 224,268.00	
Allegan	\$ 267,986.00	\$ 1,857,966.99			\$ 17,539.62	\$ 2,525,872.00				
Alpena	\$ 153,075.00	\$ 710,041.84	\$0.00	\$0.00	\$ 885,982.07	\$ 886,029.48	\$ 886,029.48	\$0.00	\$ 397,752.36	\$0.00
Antrim	\$ 143,751.00	\$ 503,184.72	\$0.00	\$0.00	\$ 13,422.00	\$ 724,915.00	\$ 165,073.00	\$0.00	\$ 231,069.29	\$0.00
Arenac	\$ 133,833.00	\$ 49,302.68	\$ 319,575.40	\$0.00	\$ 58,005.97	\$ 644,257.76	\$ 183,135.68	\$0.00	\$0.00	\$0.00
Baraga	\$ 123,946.00	\$0.00	\$0.00	\$ 278,575.00	\$ 5,914.00	\$ 71,325.00	\$0.00	\$0.00	\$0.00	\$0.00
Barry	\$ 194,614.00	N/A	\$ 1,319,238.69	N/A	\$ 30,169.30	\$ 1,432,617.54	\$ 205,573.26	\$ 385,871.00	\$ 1,621.82	\$0.00
Bay	\$ 261,291.00	\$0.00	\$ 1,964,883.00	\$0.00	\$ 111,316.00	\$ 2,562,652.00	\$ 261,291.00	\$0.00	\$0.00	\$0.00
Benzie	\$ 136,675.00	\$ 565,057.00			\$ 9,261.00	\$ 710,993.00	\$ 670,691.00	\$ 32,108.00	\$ 266,978.00	
Berrien	\$ 331,760.00	\$ 710,358.00	\$ 1,765,417.00	N/A	\$ 297,726.00	\$ 3,254,833.00	\$ 35,099.00	N/A	N/A	N/A
Branch	\$ 131,101.00	\$ 113,980.09	\$ 872,708.75	\$0.00	\$ 113,580.99	\$ 1,231,370.83	\$ 1,231,370.83	\$0.00	\$0.00	\$0.00
Calhoun	\$ 301,086.00	\$ 850,446.00	\$0.00	\$ 2,327,125.00	\$ 86,747.00	\$ 3,143,566.00	\$0.00	\$0.00	\$0.00	\$0.00
Cass	\$ 184,953.00	\$ 565,700.33	\$ 360,115.48		\$ 10,290.00	\$ 795,684.21	\$ 184,953.00			
CCE (Charlevoix, Cheboygan, Emmet)	\$ 453,605.00	\$ 544,378.00	N/A	\$ 1,362,490.00	\$ 92,785.00	\$ 1,829,522.12	N/A	N/A	N/A	N/A
Chippewa	\$ 164,704.08	\$ 348,189.27	\$0.00	\$ 39,353.38	\$ 249,474.40	\$ 801,721.13	\$ 801,721.13	\$0.00	\$0.00	\$0.00
Clare	\$ 116,185.00	\$ 104,707.00	\$ 353,941.00		\$ 12,500.00	\$ 718,519.00	\$0.00	\$0.00	\$0.00	\$0.00
Clinton	\$ 216,071.00	\$ 1,980,597.03	\$0.00	\$0.00	\$ 49,437.37	\$ 3,096,081.53	\$0.00	\$ 2,693,009.82	\$ 1,843,033.69	\$0.00
Crawford	\$ 131,270.00	\$ 355,475.48	\$0.00	\$ 36,988.97	\$ 67,635.00	\$ 598,572.00	\$ 598,572.00	\$0.00	\$ 7,202.55	\$0.00
Delta	\$ 164,721.00	\$ 184,225.00	\$ 503,294.00	\$0.00	\$ 10,057.00	\$ 862,297.00	\$ 164,721.00	\$0.00	\$0.00	\$0.00
Dickinson	\$ 147,364.00	\$ 137,371.50	\$0.00	\$ 372,683.86	\$ 10,057.00	\$ 657,419.00	\$0.00	\$0.00	\$0.00	N/A
Eaton	\$ 262,340.00		\$ 3,129,682.30			\$ 3,392,022.30				
Genesee	\$ 709,566.00	\$ 6,179,123.00	\$0.00	\$ 1,649,582.00	\$ 73,744.00	\$ 8,612,015.00	\$ 8,655,322.00	\$0.00	\$0.00	\$0.00
Gladwin	\$ 147,589.00	\$ 128,074.73	\$ 683,547.33	\$0.00	\$ 14,920.27	\$ 728,098.00	\$ 83,497.51	\$ 80,856.55	\$ 412,755.76	\$0.00
Gogebic	\$ 194,075.36	\$ 108,363.65	\$0.00	\$0.00	\$ 12,780.00	\$ 315,219.01	\$ 299,552.32	\$ 15,666.69	\$ 103,430.88	\$0.00
Grand Traverse	\$ 232,273.00	\$ 709,114.00	N/A	\$ 737,066.00	\$ 23,359.00	\$ 1,701,812.00	\$ 941,387.00			N/A
Gratiot	\$ 170,132.00	\$ 1,116,039.11				\$ 1,288,000.00				
Hillsdale	\$ 177,078.00	\$ 969,871.25	\$0.00	\$0.00	\$ 50,795.62	\$ 848,934.52	\$ 177,078.00	\$0.00	\$0.00	\$0.00
Houghton	\$ 170,407.00	\$ 365,368.00	\$0.00	\$0.00	\$ 5,329.00	\$ 541,104.00	\$ 170,407.00	\$0.00	\$0.00	\$0.00
Huron	\$ 157,067.00	\$ 720,657.44	\$0.00	\$0.00	\$ 44,307.93	\$ 914,385.79	\$0.00	\$ 7,646.58	\$0.00	\$0.00
Ingham	\$ 502,989.00	\$ 1,284,356.45	\$ 5,849,038.44	\$0.00	\$ 452,423.17	\$ 7,821,267.54	\$0.00	\$0.00	\$0.00	\$0.00
Ionia	\$ 200,049.00	\$ 1,001,512.78	\$0.00	\$0.00	\$ 61,094.05	\$ 1,225,777.68	\$ 1,225,777.68	\$0.00	\$0.00	\$0.00
Iosco	\$ 156,102.00	\$ 538,189.00	\$0.00	\$0.00	\$ 12,292.00	\$ 664,689.00	\$ 664,689.00	\$ 29,602.00	\$0.00	\$0.00
Iron	\$ 128,438.00	\$ 231,305.72		\$ 130,043.42	\$ 10,616.00	\$ 679,694.32	\$0.00	\$0.00	\$0.00	\$0.00
Isabella	\$ 210,260.00	\$ 856,235.36	\$0.00	\$ 276,281.00	\$ 21,568.41	\$ 1,364,344.77	\$ 141,720.65	\$ 190,794.70	\$0.00	
Jackson	\$ 340,399.00	\$ 747,857.76		\$ 1,344,509.54	\$ 79,298.00	\$ 1,697,554.80				
Kalamazoo										
Kalkaska	\$ 138,793.00	\$ 458,330.98	\$0.00	\$0.00	\$ 15,394.65	\$ 468,439.12	\$0.00	\$ 140,065.51	\$ 142,520.64	\$0.00
Kent	\$ 952,151.00	\$ 3,043,317.00	\$0.00	\$ 7,215,386.00	\$ 122,045.00	\$ 9,903,386.00	\$ 952,151.00	\$ 52,151.00	\$0.00	\$ 3,448,721.00

County	Total State 911 Surcharge Receipts (all devices)	Total Local 911 Surcharge Receipts (all devices)	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total 911 Operating Expenses	Total Other Allowable Expenditures from 911 Surcharge Funds	Total of Unexpended 911 Surcharge Funds	Total Carryover of Unexpended 911 Surcharge Funds Prior to 2011 Receipt	Total Other County 911 Expenses Incurred by a non-PSAP
Keweenaw	\$ 113,841.00				\$ 7,060.00	\$ 70,002.00	\$ 70,002.00	\$ 50,899.00	\$ 406,503.00	\$ 457,402.00
Lake	\$ 127,709.00	\$ 0.00	\$ 943,675.00	\$ 0.00	\$ 7,841.46	\$ 956,676.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Lapeer	\$ 234,132.00	\$ 1,533,377.00	\$ 0.00	\$ 0.00	\$ 55,896.00	\$ 1,595,303.00	\$ 51,951.00	\$ 120,255.00	\$ 470,999.00	\$ 0.00
Leelanau	\$ 141,155.00			\$ 719,923.00	\$ 11,678.00	\$ 872,756.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Lenawee	\$ 257,054.00	\$ 1,223,004.00	\$ 0.00	\$ 0.00	\$ 87,861.00	\$ 1,567,919.00	\$ 2,049,125.00	\$ (501,320.00)	\$ 1,061,229.00	\$ 0.00
Livingston	\$ 363,480.00	\$ 4,241,352.55	\$ 0.00	\$ 0.00	\$ 59,924.04	\$ 4,260,540.94		\$ 404,215.65	\$ 4,648,220.13	
Luce	\$ 120,815.00	\$ 60,134.49	\$ 0.00	\$ 0.00	\$ 8,805.37	\$ 189,754.86	\$ 228,059.90	\$ 0.00	\$ 0.00	\$ 0.00
Mackinac	\$ 95,194.00	\$ 186,681.10	N/A	N/A	N/A	N/A	\$ 302,197.94	\$ 0.00	\$ 520,655.00	
Macomb	\$1,292,740.00	\$ 0.00	\$ 0.00	\$ 1,305,796.00	\$ 64,150.00	\$ 13,364,022.03	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Manistee	\$ 109,366.00	\$ 0.00	\$ 851,685.00	\$ 0.00	\$ 30,220.00	\$ 1,003,211.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Marquette	\$ 218,158.00	\$ 0.00	\$ 942,652.00	\$ 0.00	\$ 132,813.00	\$ 1,003,661.00	\$ 204,447.00	\$ 0.00	\$ 0.00	\$ 0.00
Mason Oceana	\$ 298,831.00	\$ 1,167,503.00	\$ 0.00	\$ 0.00	\$ 78,463.00	\$ 1,681,682.00	\$ 298,831.00	\$ 0.00	\$ 0.00	\$ 0.00
Meceola (Mecosta-Osceola)	\$ 316,163.00	\$ 1,300,470.00	\$ 0.00	\$ 0.00	\$ 86,961.00	\$ 1,416,668.00	\$ 1,416,668.00	\$ 524,366.00	\$ 485,729.00	\$ 0.00
Menominee	\$ 145,252.00	\$ 563,523.00	N/A	N/A	\$ 54,948.00	\$ 763,723.00	\$ 624,304.00	\$ 139,419.00	\$ 236,845.00	\$ 0.00
Midland	\$ 228,966.00		\$ 2,052,443.00	\$ 847,430.00	\$ 23,228.00	\$ 1,526,326.00	\$ 228,966.00			
Missaukee	\$ 132,357.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 481.08	\$ 33,322.43	\$ 0.00	\$ 99,035.00	\$ 327,338.00	\$ 0.00
Monroe	\$ 325,030.00	\$ 764,125.00	\$ 0.00	\$ 1,060,189.00		\$ 2,187,134.00				
Montcalm	\$ 200,471.00	\$ 1,439,770.86	\$ 0.00	\$ 0.00	\$ 29,319.00	\$ 1,447,566.09	\$ 1,447,566.09	\$ 192,675.77	\$ 0.00	N/A
Montmorency	\$ 130,050.00	\$ 171,119.09	\$ 0.00	\$ 0.00	\$ 0.00	\$ 277,372.30	\$ 0.00	\$ 0.00	\$ 8,654.00	\$ 0.00
Muskegon	\$ 353,357.00	\$ 575,481.00	\$ 1,254,780.00	N/A	\$ 1,104,142.00	\$ 3,287,760.00	\$ 353,357.00	\$ 0.00	\$ 0.00	\$ 0.00
Newaygo	\$ 178,486.00	\$ 654,841.19	\$ 0.00	\$ 11,484.50	\$ 14,334.00	\$ 954,685.13	\$ 182,766.44	\$ 4,280.44	\$ 0.00	
Oakland	\$ 1,761,559.00	\$ 3,827,672.71	\$ 870,934.00	\$ 20,432,176.46	\$ 1,577,255.00	\$ 28,469,597.17	\$ 8,913,544.27			
Ogemaw	\$ 141,979.00	\$ 133,982.00	\$ 0.00	\$ 299,762.00	\$ 15,317.00	\$ 642,933.00	\$ 327,854.00	\$ 51,893.00	\$ 0.00	\$ 0.00
Ontonagon	\$ 121,024.00	\$ 37,812.08				\$ 158,836.08	\$ 106,675.99	\$ 52,160.09	\$ 556,336.93	
Oscoda	\$ 123,636.00	\$ 43,711.00				\$ 167,347.00	N/A	N/A	N/A	N/A
Otsego	\$ 164,417.00	\$ 356,185.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 661,389.00	\$ 0.00	\$ 0.00	\$ 0.00	
Ottawa	\$ 240,433.00	\$ 117,279.39	\$ 4,126,611.97		\$ 39,111.00	\$ 4,636,967.65	\$ 1,917,141.40			
Presque Isle	\$ 143,483.00	\$ 68,448.67			\$ 184.73	\$ 212,116.40	\$ 283,869.61			
Roscommon	\$ 109,222.00	N/A	\$ 847,369.00	\$ 0.00	\$ 13,409.00	\$ 970,000.00	\$ 109,103.00	\$ 119.00	\$ 0.00	\$ 0.00
Saginaw	\$ 390,286.00	\$ 4,849,483.00	\$ 0.00	\$ 0.00	\$ 141,991.00	\$ 5,381,760.00	\$ 4,991,846.00	\$ 0.00	\$ 0.00	\$ 0.00
Sanilac	\$ 171,022.00	\$ 195,065.84	\$ 20,000.00	\$ 223,784.00	\$ 44,663.00	\$ 657,958.61	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Schoolcraft	\$ 123,420.00	\$ 37,964.20	\$ 0.00	\$ 42,550.21	\$ 203,934.41		\$ 168,815.12	\$ 0.00	\$ 537,154.01	\$ 0.00
Shiawasee	\$ 209,463.00	\$ 967,294.50	\$ 0.00	\$ 0.00	\$ 15,857.77	\$ 1,192,615.27	\$ 1,121,378.93	\$ 0.00	\$ 0.00	\$ 0.00
St. Clair	\$ 338,451.00	\$ 820,666.00	\$ 0.00	\$ 450,222.00	\$ 495,766.00	\$ 2,067,771.00	\$ 1,159,117.00	\$ 0.00	\$ 0.00	\$ 0.00
St. Joseph	\$ 214,936.81	\$ 0.00	\$ 1,399,640.13	\$ 0.00	\$ 0.00	\$ 1,253,038.22	\$ 94,598.08	\$ 529,396.85	\$ 280,003.20	\$ 0.00
Tuscola	\$ 188,635.00	\$ 1,008,710.66	\$ 0.00	\$ 0.00	\$ 43,418.91	\$ 1,422,863.28	\$ 0.00	\$ 0.00	\$ 321,510.67	\$ 0.00
Van Buren	\$ 218,612.00	\$ 1,076,812.40			\$ 14,589.57	\$ 1,136,979.79	\$ 1,150,335.05	\$ 159,657.18	\$ 836,327.38	
Washtenaw	\$ 592,194.00	\$ 1,833,936.22	\$ 0.00	\$ 4,792,374.65	\$ 46,933.00	\$ 6,956,552.29	\$ 17,704.00	\$ 122,942.07	\$ 264,752.78	\$ 121,306.51

County	Total State 911 Surcharge Receipts (all devices)	Total Local 911 Surcharge Receipts (all devices)	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total 911 Operating Expenses	Total Other Allowable Expenditures from 911 Surcharge Funds	Total of Unexpended 911 Surcharge Funds	Total Carryover of Unexpended 911 Surcharge Funds Prior to 2011 Receipt	Total Other County 911 Expenses Incurred by a non-PSAP
Wayne - Conf. of Western Wayne	\$ 1,264,214.00	\$ 4,481,398.00	N/A	\$ 11,722,213.00	\$ 44,658.00	\$ 17,512,483.00	\$ 3,808,084.00	N/A	N/A	\$ 203,466.00
Wayne - Conf. of Eastern Wayne										
Wayne - Downriver Mutual Aid	\$ 471,835.69	\$ 2,150,669.98	\$0.00	\$ 3,978,083.90	\$ 26,819.00	\$ 2,622,505.67	\$ 1,232,217.34	\$ 1,390,288.33	\$0.00	\$0.00
Wayne - Detroit Service District										
Wexford	\$ 161,693.00	\$ 113,968.00		\$ 518,875.00	\$ 17,080.00	\$ 649,743.00	\$ 46,408.00	\$ 346,617.00	\$ 242,648.00	
TOTAL	\$ 21,391,915.94	\$ 64,440,196.02	\$30,431,231.49	\$62,174,947.89	\$ 7,739,918.16	\$ 184,572,702.03	\$ 52,062,865.07	\$7,464,450.23	\$14,835,538.09	\$4,230,895.51

Call Taking Detail

County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total PSAP Calls not on 911 Lines	Total Incidents Dispatched
Alcona	1,301	2,493	29	55,577	4,693
Alger	2,612	1,544	0	1,068	2,031
Allegan	40,218	Unknown	Unreported	Unreported	Unreported
Alpena	20,500	21,000	10,000	125,000	16,990
Antrim	3,009	6,030	39	N/A	25,925
Arenac	9,847	N/A	N/A	47,736	14,289
Baraga	1,056	1,559	N/A	141,065	8,000
Barry	12,868	4,775	220	53,988	35,862
Bay	42,838	71,903	1,385	59,035	89,705
Benzie	1,714	4,706	56	Unavailable	12,678
Berrien	16,324	76,797	6,751	N/A	133,242
Branch	52,973	51,632	12,000	89,438	56,687
Calhoun	23,451	87,944	5,863	238,785	136,282
Cass	6,119	15,598	N/A	131,799	40,459
CCE (Charlevoix, Cheboygan, Emmet)	23,221	47,379	603	59,453	124,613
Chippewa	4,818	12,776	386	72,508	30,847
Clare	10,617	4,210	Unreported	12,184	41,025
Clinton	17,129	20,267	Included in wireline totals	34,547	111,996
Crawford	833	1,235	2	5,327	7,449
Delta	4,370	9,377	57	Unknown	30,216
Dickinson	3,200	5,200	400	360,000	17,800
Eaton	32,195	31,605	Unknown	79,359	89,793
Genesee	282,457	368,978	40,228	117,425	505,034
Gladwin	8,895	2,694	N/A	99,641	17,173
Gogebic	3,377	3,414	85	100,813	5,876
Grand Traverse	9,809	28,056	242	56,600	55,654
Gratiot	7,749	11,623	Not tracked	75,234	43,793
Hillsdale	7,991	22,842	1,458	26,870	26,515
Houghton	4,888	7,254	N/A	141,065	24,204
Huron	2,314	9,792	258	61,487	26,511
Ingham	162,675	Unreported	Unreported	341,305	312,143
Ionia	6,362	16,450	169	76,691	37,719
Iosco	4,464	7,478	305	29,620	21,435
Iron	2,401	1,593	45	101,813	7,249
Isabella	25,000	35,000	1,000	110,000	51,504

County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total PSAP Calls not on 911 Lines	Total Incidents Dispatched
Jackson	25,011	98,549	10,909	222,400	152,808
Kalamazoo	Unreported	Unreported	Unreported	Unreported	Unreported
Kalkaska	1,646	5,771	65	49,302	9,478
Kent	43,106	199,241	14,518	411,569	370,710
Keweenaw	300	506	Unreported	141,065	1,494
Lake	1,791	4,422	32	15,316	4,602
Lapeer	5,252	21,497	213	58,882	85,844
Leelanau	2,996	5,276	Not tracked	33,292	12,376
Lenawee	36,000	49,000	Unknown	75,000	45,210
Livingston	26,532	65,427	2,563	76,942	155,034
Luce	712	1,300	79	5,676	4,827
Mackinac	2,172	3,719	41	8,165	14,097
Macomb	68,514	312,640	26,182	801,238	478,095
Manistee	28,000	22,500	0	25,000	28,000
Marquette	7,111	15,525	271	64,008	35,305
Mason Oceana	20,080	11,756	148	22,638	50,078
Meceola (Mecosta-Osceola)	10,384	21,502	564	119,316	52,201
Menominee	3,785	2,458	477	23,124	11,541
Midland	19,806	33,553	285	43,056	59,470
Missaukee	1,319	3,654	32	Unknown	4,852
Monroe	49,134	62,900	2,281	N/A	97,836
Montcalm	10,658	19,072	660	45,945	51,454
Montmorency	1,412	2,241	11	0	3,664
Muskegon	35,401	117,091	15,198	175,200	276,306
Newaygo	64,697	Unreported	Unreported	Unreported	27,856
Oakland	118,200	476,678	33,606	1,376,896	790,183
Ogemaw	3,962	5,830	172	50,718	14,656
Ontonagon	711	803	N/A	141,065	3,856
Oscoda	1,123	2,722	Unreported	Unknown	3,145
Otsego	4,260	8,646	N/A	11,597	11,867
Ottawa	93,856	2,897	3220	227,094	119,359
Presque Isle	2,928	Unreported	Unreported	Unknown	Unknown
Roscommon	6,234	8,147	0	52,773	35,780
Saginaw	56,756	127,104	13,080	188,522	385,462
Sanilac	3,145	10,772	249	105,490	37,349
Schoolcraft	1,141	2,192	N/A	141,065	7,255
Shiawassee	15,734	23,306	1,120	40,160	59,077
St. Clair	10,729	52,272	5,008	160,506	123,958

County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total PSAP Calls not on 911 Lines	Total Incidents Dispatched
St. Joseph	22,991	10,103	2,103	17,294	66,766
Tuscola	7,797	15,271	60	39,839	33,226
Van Buren	8,643	44,147	1,801	237,120	50,314
Washtenaw	40,968	145,480	12,762	349,226	204,836
Wayne - Conf. of Western Wayne	62,117	310,907	20,645	N/A	393669
Wayne - Conf. of Eastern Wayne	Unreported	Unreported	Unreported	Unreported	Unreported
Wayne - Downriver Mutual Aid	164,769	130,448	10,664	Unavailable	214,356
Wayne - Detroit A/P Authority	Unreported	Unreported	Unreported	Unreported	Unreported
Wexford	4,065	13,403	292	55,134	25,290
TOTAL	1,955,543	3,463,932	260,892	8,517,066	6,778,934

Distribution of Emergency 911 Funds to Counties

Equal and Per Capita

Includes Payments: October 2012 – July 2013

Appendix 3

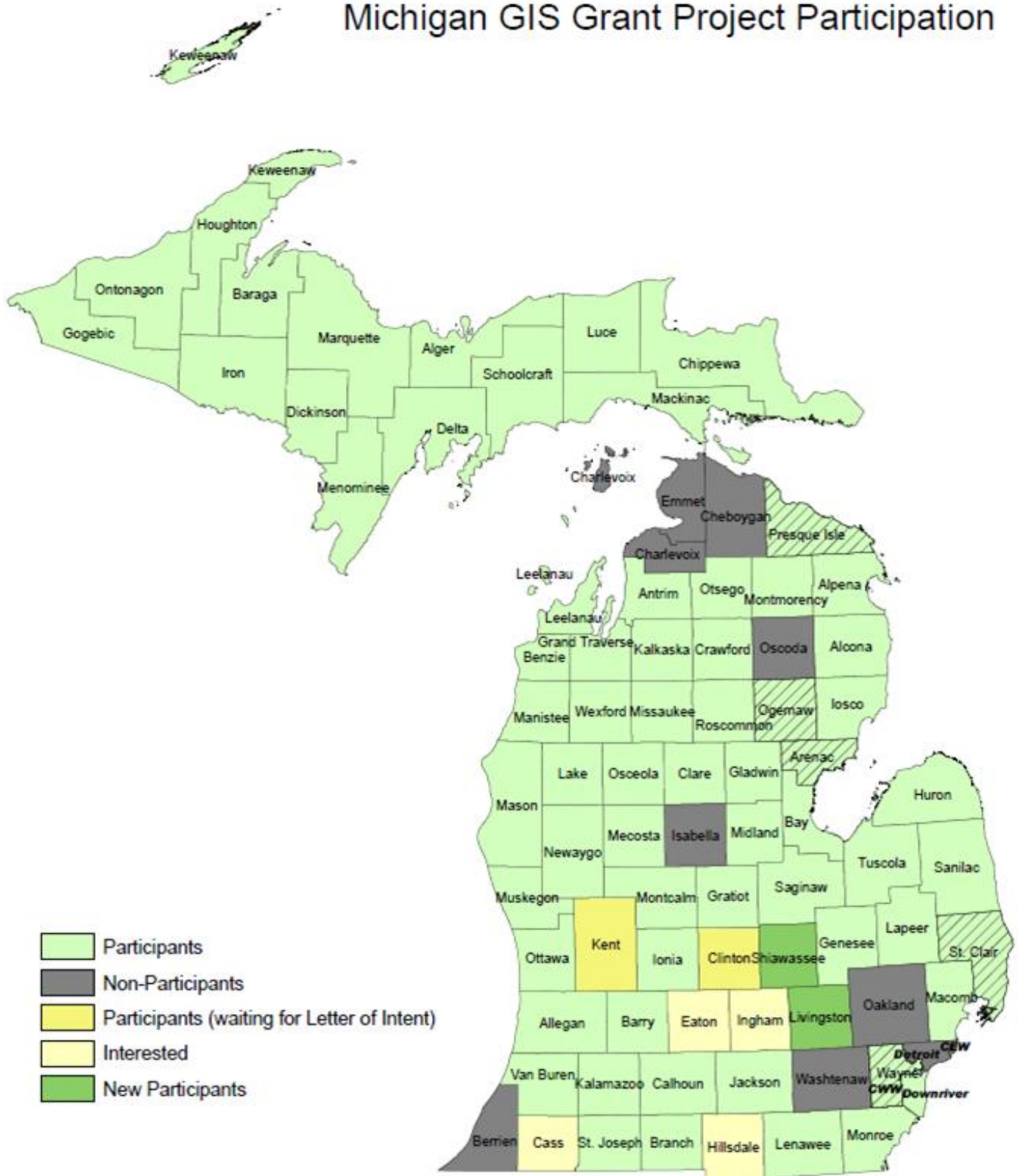
County	Net Payment
Alcona	\$129,117
Alger	127,200
Allegan	272,723
Alpena	155,784
Antrim	147,181
Arenac	136,201
Baraga	126,142
Barry	198,057
Bay	267,525
Benzie	138,527
Berrien	337,624
Branch	178,154
Calhoun	308,082
Cass	188,224
Charlevoix	150,568
Cheboygan	150,858
Chippewa	168,536
Clare	157,681
Clinton	221,226
Crawford	133,593
Delta	166,462
Dickinson	150,881
Eaton	267,507
Emmet	160,208
Genesee	722,100
Gladwin	150,200
Gogebic	136,956
Grand Traverse	237,814
Gratiot	174,191
Hillsdale	180,212
Houghton	165,831
Huron	160,814
Ingham	514,987
Ionia	204,822
Iosco	150,478
Iron	130,367
Isabella	213,978
Jackson	342,534
Kalamazoo	471,299
Kalkaska	137,994
Kent	974,864
Keweenaw	116,557

County	Net Payment
Lake	\$129,971
Lapeer	239,719
Leelanau	144,505
Lenawee	256,262
Livingston	372,150
Luce	122,953
Mackinac	129,361
Macomb	1,315,571
Manistee	148,830
Marquette	209,356
Mason	154,507
Mecosta	174,652
Menominee	147,823
Midland	233,016
Missaukee	134,700
Monroe	330,775
Montcalm	204,017
Montmorency	127,434
Muskegon	359,601
Newaygo	182,745
Oakland	1,832,133
Oceana	151,454
Ogemaw	144,493
Ontonagon	123,168
Osceola	147,106
Oscoda	125,825
Otsego	148,016
Ottawa	490,552
Presque Isle	132,595
Roscommon	148,423
Saginaw	399,597
St. Clair	346,525
St. Joseph	201,091
Sanilac	175,104
Schoolcraft	125,605
Shiawassee	214,460
Tuscola	193,135
Van Buren	222,479
Washtenaw	606,321
Wayne	2,715,818
Wexford	160,267
TOTAL	\$23,546,174

GIS Project Map

Appendix 4

Michigan GIS Grant Project Participation



Next Generation 911

Appendix 5

What is Next Generation 911?

Next Generation 911, known as NG911 in the public safety community, is the future framework for 911 call delivery. NG911 is a closed digital (IP-based) 911 network that is scalable, secure, redundant, and built to meet the needs of public safety. While no state at the present time has gone fully NG911, there are states that have moved to, or are in the process of moving to, IP-based 911 systems in preparation for NG911. Tennessee, Iowa, and Vermont are examples.

The current 911 system, while reliable for the landline, voice-based calls it was built to carry 40 years ago, cannot continue to meet the expectations of consumers and public safety as our modes of communication become digitized, increasingly mobile, more affordable, and can easily send and receive multi-media information. The past decade's advancements in Voice over Internet Protocol (VoIP) services and the proliferation of cellular phones has resulted in the "retrofitting" of 911 calls from these systems into the existing landline 911 system. The current 911 system is also limited in its ability to process additional data that may accompany a call, to transfer calls from jurisdiction to jurisdiction, and to accommodate the advancing technologies and application that are becoming the everyday ways by which people communicate with one another.

Our current 911 system in Michigan needs to be replaced with a secure digital network to accommodate changing community needs and resources. The NG911 system will need to be technologically advanced in order to handle the myriad of devices used to initiate a call for help, to be capable of dynamically routing calls based on emergency needs and critical events, to be secure and redundant, and to be built to meet the needs of a growing state and its public safety services. A NG911 system, designed and implemented with forethought, can accept any 911 call from a device capable of accessing 911 and process it effectively all the way from the caller to the public safety answering point to the emergency responders in the field.

What are the benefits of NG911?

- It can accept 911 calls from an array of devices including traditional landline phones, wireless phones, VoIP, and other devices such as automatic vehicular crash notification devices (telematics) and video relay services.
- In addition to the call itself, other information and media such as caller location, pictures, and data files can be sent to the PSAP from the 911 caller.
- Calls, and the media that may accompany those calls, can be routed to and from different PSAPs with that information intact.
- Media received via a 911 call can be quickly provided to emergency responders in the field. (For example, a 911 caller taking a picture of a suspect's vehicle leaving a crime scene, can move from the caller to the PSAP to police officers in their patrol units.)
- It can allow the prioritizations of calls based on location. (For example, an accident on a freeway that creates an overload at a PSAP can be directed to work stations dedicated to that incident, freeing up work stations for other emergencies occurring at the same time.)
- Policies for automatically re-routing 911 calls can be established in advance within the NG911 system so 911 call management, in response to a critical event, can be pre-planned. (i.e., re-routing 911 calls if a PSAP has to be evacuated or experiences a call overload.)
- NG911 is a scalable IP-based backbone system that is robust and redundant, making it less vulnerable to system downtime or failure.
- Processing 911 calls from text messaging. While texting 911 is often seen near the top of the list of benefits of NG911, there are still questions to be answered and solutions that are being developed for texting to 911 on NG911. Some of these issues lie in determining the location of text messages and its lack of connection confirmation and real time communication. The processing of text messaging to 911 is indeed one of the future benefits of NG911, yet there remains progress to be made on it. (See the FCC PS Docket Nos. 10-255 & 11-153 for details and positions on the issue.)

Allowable/Disallowable Usage of 911 Surcharge Funds

Appendix 6

ALLOWABLE 911 SURCHARGE FUNDS 911 SURCHARGE EXPENDITURES

Personnel Costs directly attributable to the delivery of 911 service (i.e. directors, supervisors, dispatchers, call-takers, technical staff, support staff):

Salaries	MSAG Coordination
Uniforms	Addressing/Database
Fringe Benefits	EAP

Note: If 911 staff serves dual functions (i.e. a director who is also in charge of Emergency Management, a dispatcher who is also a police officer) then only those portions of personnel costs attributable to their 911 functions should be allowable.

Facility Costs of the dispatch center directly attributable to the delivery of 911 service:

Capital improvements for construction,
remodeling, or expansion of dispatch
center
Electrical/Heat/AC/Water
Fire Suppression System
Cleaning, Maintenance, Trash Removal
Telephone
Generator/UPS and Grounding
Insurance
Office Supplies
Printing and Copying
Furniture

Note: If a shared facility, only those portions of facility costs attributable to the 911 functions should be allowable.

Training and Memberships directly related to 911 service:

On the job training
Vendor provided training
Conferences
Travel and lodging as necessary
Membership in associations (APCO, NENA,
etc.)

**THE BELOW DISALLOWABLE EXPENSES ARE
MEANT TO SERVE AS EXAMPLES ONLY –
PLEASE REFER TO THE STATE 911 COMMITTEE
APPEALS PROCESS FOR QUESTIONS.**

Personnel Costs of law enforcement, fire, and EMS responders, emergency management staff, shared support or technical staff, except for portions of time directly functioning as 911 allowable staff.

Facility Costs of law enforcement, fire, EMS, emergency management, or other municipal facilities, except for that portion housing the 911 center or back up center, or leased to the 911 center for allowable training or meeting facilities.

Capital costs and furnishing for facilities for which the primary purpose is other than 911 (i.e. a conference room used primarily for the City Council but occasionally leased/loaned to the 911 center for meetings.)

Training for staff not involved directly in the delivery of 911 service, or for any staff for courses not directly attributable to 911 or dispatching services.

Memberships for staff not involved directly in the delivery of 911 service, or for associations with a primary purpose other than public safety communications (i.e. sheriff's associations, police or fire chief associations, etc.)

ALLOWABLE 911 SURCHARGE FUNDS 911 SURCHARGE EXPENDITURES

Hardware, software, connectivity, and peripherals directly attributable to the delivery of 911 service:

Customer Premise Equipment
Remote CPE Hardware/Modems
Computer-Aided Dispatch
Radio system (consoles, infrastructure, field equipment)
LEIN costs for dispatch purposes
Paging System, pagers, and related costs
Voice logging equipment
Mobile Data Systems
GIS/Mapping Systems/AVL Systems
Alarms/Security Systems
Connectivity for any of the above
Maintenance and service agreements of above
Software licensing of the above
Associated database costs

Vehicle costs (staff vehicle, pool car, mileage reimbursement, fuel, etc.) directly attributable to the delivery of 911 service:

Travel for meetings, training, conferences
Travel for MSAG verification and testing
Travel for 911 Public Education purposes

Professional Services

Attorneys	Consultants	Insurance
Architects	Auditor	

Public Information/Education Expenses directly attributable to the delivery of 911 service.

Miscellaneous

DISALLOWED 911 SURCHARGE FUNDS 911 SURCHARGE EXPENDITURES

Hardware, software, connectivity and peripherals not attributable to the delivery of 911 service:

Law Enforcement Record Management Systems
Fire Records Management Systems
EMS Records Management Systems
Jail Records Management Systems
LEIN costs for non-911 functions (e.g., Records unit)
Word processing, databases, etc. not directly attributable to 911 service
GIS not directly related to the delivery of 911 service
Court Information Systems
Connectivity for any of the above
Maintenance and service agreements for any of the above
Software licensing for any of the above
Non-Emergency 911 systems

Vehicle costs (fleet vehicle, pool car, mileage reimbursement, etc.) for law enforcement, fire, or EMS responders, such as patrol cars, fire apparatus, ambulances, etc.

Professional Services not directly attributable to the delivery of 911 service.

Public Information not directly attributable to the delivery of 911 service.

Miscellaneous:

Road signs/Addressing Implements

**Emergency Telephone Service Committee
6/21/2005**

**State 911 Committee revised
6/23/2009**

PSAP Training Fund Payment History

Appendix 7

	2008	2009	2010	2011	2012
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Alcona County 911	6,494	9,049	6,304	0	7,822
Alger County E911	0	1,139	1,801	1,930	1,117
Allegan County Central Dispatch	15,422	9,112	18,012	19,301	23,466
Allen Park Police Department	0	1,139	2,702	2,895	0
Alpena County Central Dispatch	7,305	5,126	9,005	9,650	11,174
Ann Arbor Police Department	0	0	0	21,231	0
Antrim County Central Dispatch Center	7,305	5,126	9,005	8,685	10,057
Arenac County Central Dispatch	6,494	5,126	9,005	9,650	11,174
Auburn Hills Police Department	7,305	5,695	9,005	8,685	0
Barry County Central Dispatch	11,363	8,543	15,310	16,406	16,762
Bay County 911 Central Dispatch	16,233	12,539	19,813	22,196	23,466
Benzie County Sheriff Department	0	0	8,105	8,685	10,057
Berkley Department of Public Safety	0	4,525	0	0	0
Berrien County Sheriff's Department	0	0	24,315	28,952	34,641
Beverly Hills Public Safety Department	0	2,278	4,503	4,852	2,720
Birmingham Police Department	5,682	3,987	5,403	0	0
Bloomfield Hills Public Safety Department	0	2,278	3,602	3,860	0
Bloomfield Township Police Department	9,740	7,973	12,608	13,511	15,644
Branch County 911/Central Dispatch	0	0	0	0	0
Brownstown Police Department	0	3,417	5,403	5,790	0
Calhoun County Consolidated Disp. Auth.	0	0	27,017	28,952	34,641
Canton Township DPS	11,363	9,682	15,310	15,441	0
Cass County Sheriff Department	7,305	5,126	8,105	9,650	11,174
CCE Central Dispatch Authority	14,610	10,821	17,111	19,301	22,349
Center Line Public Safety Department	3,247	2,278	3,602	0	0
Central Michigan University	4,058	1,709	5,403	5,790	6,705
Chelsea Police Department	3,247	2,278	4,503	4,825	5,587
Chesterfield Twp. Police Department	8,116	0	0	6,755	7,822
Chippewa County Central Dispatch	8,116	6,265	12,608	13,511	14,527
Clare County Central Dispatch	7,305	5,695	9,906	9,650	12,292
Clay Township	3,247	2,278	3,602	3,860	5,587
Clinton County Central Dispatch	10,552	7,404	13,509	14,476	16,762
Clinton Township Police Department	11,363	7,973	0	0	0
Crawford Emergency Central Dispatch	0	0	7,204	6,755	7,822
Dearborn 911 Communications	0	0	17,111	0	20,114
Dearborn Heights Police Department	12,175	8,543	14,409	13,511	0

	2008	2009	2010	2011	2012
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Delta County Central Dispatch	7,305	4,556	7,204	7,720	10,057
Detroit Emergency Telephone District	0	0	113,472	113,875	0
Dickinson County Central Dispatch	0	5,126	9,005	8,685	10,057
Downriver Central Dispatch (Wyandotte)	0	2,278	4,503	6,755	12,292
East Lansing Police Department	12,175	8,543	13,509	13,511	7,072
Eastern Michigan University Police Dept	4,058	2,848	4,503	7,720	10,057
Eaton County Central Dispatch	20,292	13,099	21,614	22,196	24,584
Ecorse Police/Ecorse Fire	0	0	0	0	0
Farmington Department of Public Safety	4,058	2,848	4,503	4,825	3,264
Farmington Hills Police Department	16,233	11,390	18,012	16,406	17,879
Fenton Police Department	4,058	2,848	5,403	4,825	5,587
Ferndale Police Department	0	0	5,403	4,825	4,470
Flat Rock Police Department	0	1,132	0	0	0
Flint 911	20,292	3,987	21,614	22,196	26,819
Fraser Department of Public Safety	5,682	15,377	5,403	0	0
Garden City Police Department	0	0	0	2,400	0
Genesee County 911 Authority	26,785	19,364	30,619	32,812	41,346
Gilbralter Police Department	0	0	0	0	0
Gladwin County Central Dispatch	8,928	6,265	9,906	10,616	12,292
Grand Rapids Police Department	30,843	20,503	35,123	43,427	52,520
Grand Traverse Central Dispatch	13,799	9,682	16,211	18,336	22,349
Gratiot County Central Dispatch	0	0	0	0	0
Grosse Ile Township Police Department	0	0	4,503	4,825	5,587
Grosse Pointe City DPS	0	0	0	0	0
Grosse Pointe Farms	0	0	0	0	0
Grosse Pointe Park DPS	3,247	2,278	3,602	3,860	0
Grosse Pointe Shores DPS	0	2,278	3,602	3,860	0
Grosse Pointe Woods DPS	0	2,278	0	4,825	0
Harper Woods Police Department	2,435	1,709	3,602	2,895	0
Hazel Park Police Department	0	1,709	2,702	2,895	3,352
Hillsdale County Central Dispatch	9,740	6,834	11,708	12,546	14,527
Holly Police Department	3,247	2,278	4,503	5,790	0
Huron Central Dispatch	8,116	6,265	9,906	10,616	0
Huron Township Police-Fire	0	0	5,403	5,790	6,705
Ionia County Central Dispatch	11,363	7,404	11,708	13,511	14,527
Iosco County Central Dispatch	9,740	6,265	9,906	9,650	12,292
Iron County 911	0	4,556	9,006	10,616	13,409
Isabella County Central Dispatch	9,740	6,834	11,708	12,546	14,527

	2008	2009	2010	2011	2012
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Jackson County Central Dispatch	0	0	18,012	18,336	21,232
Kalamazoo County Sheriff Department	3,247	0	3,602	0	4,470
Kalamazoo DPS	15,422	10,251	18,012	20,266	22,349
Kalamazoo Township Police Department	4,058	0	4,503	4,825	0
Kalkaska County Central Dispatch	5,682	3,417	6,304	7,720	7,822
Kent County Sheriff Department	0	15,377	25,216	36,672	51,403
Lake County 911 Central Dispatch	6,494	5,126	9,906	12,546	12,292
Lake Orion Police Department	0	0	4,503	4,825	5,587
Lansing PD/Ingham Co Central Dispatch	41,395	26,767	42,327	44,392	52,520
Lapeer County Central Dispatch	13,799	9,682	16,211	17,371	20,114
Leelanau County Central Dispatch	8,116	5,695	9,906	10,616	12,292
Lenawee County Sheriff Department	12,987	10,251	16,211	18,336	20,114
Livingston County 911 Central Dispatch	22,727	14,808	23,415	22,196	24,584
Livonia Police Department	8,116	5,126	8,105	0	0
Macomb County Sheriff's Department	18,668	13,668	21,614	23,161	26,819
Madison Heights Police Department	6,494	5,126	0	0	0
Manistee County 911 Central Dispatch	0	0	0	0	0
Marquette County Central Dispatch	8,116	6,265	10,806	10,616	12,292
Mason-Oceana 911	11,363	7,973	13,509	13,511	15,644
Meceola Consol. Central Dispatch Auth.	12,175	8,543	14,409	14,476	17,879
Menominee County 911	7,305	5,126	9,005	9,650	11,174
Michigan State Police	58,440	44,420	74,747	60,797	63,695
Midland County Central Dispatch Authority	12,987	9,112	15,310	16,406	17,879
Milan Police Department	0	0	0	0	4,470
Milford Police Department	4,058	2,278	0	0	0
Missaukee County Sheriff's Office	4,058	2,278	4,503	4,825	0
Monroe County Central Dispatch	17,045	11,960	19,813	20,266	23,466
Montcalm County Central Dispatch	12,987	9,112	16,211	17,371	20,114
Montmorency County 911 Sheriff Dept	0	0	0	4,825	5,587
Muskegon Central Dispatch	18,668	13,668	23,415	25,091	29,054
Newaygo County 911 Central Dispatch	0	0	9,906	10,616	12,292
Niles Police Department	6,494	9,049	6,304	5,790	6,705
Northville Township Public Safety	8,116	0	10,806	0	0
Novi Regional Police Department	12,987	9,112	13,509	13,511	14,527
Oak Park Department of Public Safety	0	3,417	4,503	5,790	0
Oakland County Sheriff Department	34,090	24,489	39,625	44,392	56,990
Ogemaw County Central Dispatch	7,305	5,126	8,105	9,650	11,174

	2008	2009	2010	2011	2012
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Otsego County 911 Dispatch	4,870	0	0	0	0
Ottawa County Central Dispatch	27,596	19,364	30,619	33,777	39,111
Oxford Police Department	0	0	4,503	4,825	5,587
Pittsfield Twp. Public Safety Department	0	0	7,204	8,685	8,940
Plymouth Comm. Communications Center	7,305	6,265	9,906	0	0
Pontiac Police Department	0	0	0	0	0
Portage Police Department	8,116	0	0	0	12,292
Presque Isle County E-911	0	0	3,602	3,860	4,470
Redford Police Department	5,682	3,987	6,304	5,790	6,705
Richmond Police Department	4,058	2,848	4,503	4,825	5,587
River Rouge Police Department	0	0	0	0	0
Riverview Police Department	0	0	0	0	0
Rochester Police Department	3,247	2,278	3,602	3,860	0
Rockwood Police Department	0	2,278	3,602	3,860	4,470
Romeo Police Department	0	2,278	4,503	4,825	4,470
Romulus Police Department	0	0	7,204	7,720	0
Roscommon County Central Dispatch	8,116	5,695	9,906	11,581	13,409
Roseville Police Department	0	0	3,602	0	0
Royal Oak Police Department	0	0	9,005	8,685	10,057
Saginaw County Central Dispatch	30,843	21,072	34,222	37,637	43,581
Saline Police Department	0	0	3,602	3,860	4,470
Sanilac County Central Dispatch	7,305	0	8,105	9,650	10,057
SERESA			23,749	14,476	24,584
Shelby Township Police Department	8,116	5,695	0	10,616	0
Shiawassee County 911	8,928	6,265	9,906	9,650	12,292
South Haven Dispatch Center	4,058	2,278	4,503	4,825	0
Southfield Department of Public Safety	17,045	11,960	18,912	19,301	21,232
St. Clair County Central Dispatch	12,175	10,251	19,813	22,196	21,232
St. Clair Shores Police Department	8,928	6,265	9,906	0	0
St. Joseph Police Department	0	0	0	3,860	2,176
St. Joseph County Central Dispatch 911	12,175	9,682	15,310	16,406	17,879
Sterling Heights Police Department	17,857	12,529	20,713	20,266	23,466
Sumpter Township Police Department	0	0	0	0	0
Taylor Police Department	6,494	3,987	9,005	0	0
Trenton Police Department	1,623	2,278	3,602	3,860	4,470
Troy Police Department	16,233	10,821	18,012	19,301	22,349
Tuscola County Central Dispatch Authority	11,363	6,834	11,708	11,581	13,409
University of Michigan Dept. of Public Safety	8,928	6,834	0	10,616	13,409

	2008	2009	2010	2011	2012
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Utica Police Department	0	0	0	0	0
Van Buren County Central Dispatch	10,552	6,834	11,708	12,546	14,527
Van Buren Township Public Safety	6,494	5,126	0	9,650	11,174
Walled Lake Police Department	0	2,848	0	0	0
Warren Police Department	17,857	11,390	18,012	0	0
Washtenaw Central Dispatch	12,175	0	0	0	0
Waterford Township Police Department	0	7,404	13,509	14,476	13,409
Wayne County Airport Authority	0	5,656	5,403	4,825	0
Wayne County Central Communications	0	2,848	5,403	0	0
Wayne Police Department	5,682	3,987	7,204	4,825	0
West Bloomfield Police Department	12,175	8,543	12,608	13,511	12,292
Western Michigan University Police Dept.	3,247	2,278	3,602	3,860	4,470
Westland Police Department	0	9,112	0	0	0
Wexford County Sheriff/Central Dispatch	7,305	5,126	8,105	8,685	10,057
White Lake Township Police Department	4,058	2,848	5,403	5,790	6,705
Woodhaven Police Department	0	1,139	0	0	0

Michigan 911 County Surcharges

Appendix 8

Michigan Public Service Commission

As Compiled by Michigan Public Service Commission Staff
Rates Effective 7/01/2013- Posted 7/01/2013
For questions contact Josh McConkie at McConkieJ@Michigan.Gov

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Alcona***	\$0.80	-	\$3.00	\$3.80
Alger	\$0.37	-	\$0.42	\$0.79
Allegan	\$0.33	-	\$2.80	\$3.13
Alpena***	\$0.80	-	\$2.46	\$3.26
Antrim	\$0.80	-		\$0.80
Arenac	\$0.43	-	\$0.32	\$0.75
Baraga	-	-	-	-
Barry	\$0.21	-	-	\$0.21
Bay	\$0.27	-	-	\$0.27
Benzie	\$0.22	-	\$2.75	\$2.97
Berrien	-	-	\$0.42	\$0.42
Branch	\$0.62	-	\$0.31	\$0.93
Calhoun	\$0.25	-	\$0.60	\$0.85
Cass	\$0.54	-	\$1.18	\$1.72
Charlevoix***	\$0.26	-	\$0.61	\$0.87
Cheboygan***	\$0.26	-	\$0.61	\$0.87
Chippewa***	\$0.39	-	\$1.50	\$1.89
Clare	\$0.50	-	\$0.47	\$0.97
Clinton	\$0.51	-	\$2.25	\$2.76
Crawford	\$0.80	-	\$2.35	\$3.15
Delta***	\$0.29	-	\$0.80	\$1.09
Dickinson	\$0.80	-	\$0.42	\$1.22
Eaton	\$0.23	-	-	\$0.23
Emmet***	\$0.26	-	\$0.61	\$0.87
Genesee	\$0.24	-	\$1.24	\$1.48
Gladwin	\$0.18	-	\$0.51	\$0.69
Gogebic	\$0.28	-	\$1.00	\$1.28
Grand Traverse	\$0.24	-	\$0.66	\$0.90
Gratiot	\$0.59	-	\$2.89	\$3.48
Hillsdale	\$0.72	-	\$2.10	\$2.82
Houghton	\$0.34	-	\$1.10	\$1.44
Huron	\$0.32	-	\$1.87	\$2.19
Ingham	\$0.22	-	\$0.42	\$0.64
Ionia***	\$0.23	-	\$1.90	\$2.13
Iosco	\$0.33	-	\$2.10	\$2.43
Iron	\$0.39	-	\$2.70	\$3.09
Isabella	\$0.64	-	\$1.50	\$2.14
Jackson	\$0.25	-	\$0.44	\$0.69
Kalamazoo	\$0.22	-	-	\$0.22
Kalkaska	\$0.42	-	\$2.52	\$2.94
Kent	\$0.17	-	\$0.45	\$0.62
Keweenaw	-	-	-	-

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Lake	\$0.25	-	-	\$0.25
Lapeer	\$0.20	-	\$1.55	\$1.75
Leelanau	\$0.32	-	-	\$0.32
Lenawee	\$0.50	-	\$1.18	\$1.68
Livingston	\$0.22	-	\$1.85	\$2.07
Luce	\$0.30	-	\$0.99	\$1.29
Mackinac***	\$0.29	-	\$1.48	\$1.77
Macomb	\$0.21	-	-	\$0.21
Manistee	\$0.37	-	-	\$0.37
Marquette	\$0.30	-	-	\$0.30
Mason	\$0.51	-	\$2.09	\$2.60
Mecosta	\$0.35	-	\$2.25	\$2.60
Menominee	\$0.42	-	\$2.20	\$2.62
Midland	\$0.33	-	-	\$0.33
Missaukee	\$0.57	-	-	\$0.57
Monroe	\$0.32	-	\$0.42	\$0.74
Montcalm	\$0.78	-	\$2.49	\$3.27
Montmorency	\$0.62	-	\$1.47	\$2.09
Muskegon	\$0.39	-	\$0.34	\$0.73
Newaygo***	\$0.44	-	\$1.95	\$2.39
Oakland	\$0.22	-	\$0.20	\$0.42
Oceana	\$0.51	-	\$2.09	\$2.60
Ogemaw***	\$0.34	-	\$1.38	\$1.72
Ontonagon	\$0.56	-	\$0.51	\$1.07
Osceola	\$0.35	-	\$2.25	\$2.60
Oscoda	\$0.80	-	\$0.45	\$1.25
Otsego	\$0.71	-	\$1.72	\$2.43
Ottawa	\$0.25	-	-	\$0.25
Presque Isle	\$0.64	-	\$0.42	\$1.06
Roscommon	\$0.80	-	-	\$0.80
Saginaw***	\$0.22	-	\$2.65	\$2.87
Sanilac	\$0.21	-	\$0.44	\$0.65
Schoolcraft	\$0.45	-	\$0.40	\$0.85
Shiawassee	\$0.60	-	\$1.22	\$1.82
St. Clair***	\$0.22	-	\$0.60	\$0.82
St. Joseph	\$0.48	-	-	\$0.48
Tuscola***	\$0.24	-	\$2.03	\$2.27
Van Buren	\$0.40	-	\$1.50	\$1.90
Washtenaw	\$0.22	-	\$0.43	\$0.65
Wayne:				
Detroit Emergency	\$0.28	-	\$0.42	\$0.70
Downriver	\$0.19	-	\$0.42	\$0.61
Wayne, Conf. East	\$0.17	-	\$0.42	\$0.59
Wayne, Conf. West	\$0.18	-	\$0.42	\$0.60
Wexford	\$0.25	-	\$0.42	\$0.67

Note:

Michigan Public Service Commission Order, U-15552, of April 16, 2009, extends the \$0.19 Michigan 911 charge to also be included on customer bills and remitted to the Michigan Department of Treasury.

*The Technical Charge is calculated by a third party accounting firm.

**The County Charges are reported by the counties.

***County Charges approved pursuant to settlement agreement in case U-15489.

Committee Membership Listing

Appendix 9

Member Organization	Representative
Association of Public Safety Communications Officials	Mr. Rich Feole Calhoun County Consolidated Dispatch Authority
Commercial Mobile Radio Service	Ms. Yvette Collins AT&T Michigan
Department of Licensing and Regulatory Affairs	Ms. Karen Towne Department of Licensing and Regulatory Affairs
Department of State Police	Mr. Shawn Sible Administrative Support Bureau
Deputy Sheriffs' Association	Lt. Frank Baker Allegan County Sheriff's Office
Fraternal Order of Police	Mr. John Buczek Fraternal Order of Police
Governor's Appointee, Public Member	Mr. Don Welch Telecommunications Systems
House Appointee, Public Member	Mr. Jeff Troyer Calhoun County Consolidated Dispatch Authority
Michigan Association of Ambulance Services	Mr. Dale Berry Huron Valley Ambulance
Michigan Association of Chiefs of Police	Chief Kay Hoffman Lansing Township Police Department
Michigan Association of Counties	Mr. Jon Campbell Allegan County Commissioner
Michigan Communications Directors Association <i>Serving as Vice Chair - 2012</i>	Mr. Tim Smith Ottawa County Central Dispatch
Michigan Association of Fire Chiefs	Chief Paul Trinka Adrian Fire Department
Michigan Professional Firefighters Union	Mr. Mark Docherty Michigan Professional Firefighters Union
Michigan Public Service Commission	Ms. Susana Woolcock Michigan Public Service Commission
Michigan Sheriffs' Association <i>Serving as Chair - 2012</i>	Sheriff Dale Gribler Van Buren County Sheriff's Department
Michigan State Police Troopers Association	Sgt. Chris Luty Michigan State Police Troopers Association
National Emergency Number Association	Ms. April Heinze Eaton County Central Dispatch
Senate Appointee, Public Member	Mr. Lloyd Fayling Genesee County 911
Telecommunications Association of Michigan	Ms. Jennifer Greenburg Telecommunications Association of Michigan
UP Emergency Medical Services Corp.	Mr. James Loeper UP Emergency Medical Services Corp.

State Fees and Organizational Structure

Appendix 10

Exact amounts may be adjusted locally
July 2013

State	WLN Fee	WLS Fee	VoIP Fee	Prepaid
Alabama	Up to 5% of the maximum base tariff rate and counties with a population of less than 25,000 may charge up to \$2.00 or charge the 5% based on the tariff rate.	\$0.70	Varies per Wireline Structure	
Alaska		Up to \$2.00	N / A	
Arizona	\$0.20	\$0.20	\$0.20	
Arkansas	5% or 12% of tariff rate	\$0.40	N / A	
California	.5% of intrastate toll	.5% of intrastate toll	.5% of intrastate toll	
Colorado	Up to \$0.70, higher with PUC approval	Same as wireline.	Same as wireline.	
Connecticut	\$0.50	\$0.67	\$0.67	POS .67 fee 1/1/2013
DC	\$.76 per exchange access line	.76 per TN that has a DC billing address	\$0.76	Effective 10-1-2010, POS charge of 2% of the sales price. The Seller may retain 3% of the 2% charge.
Delaware	\$0.60	\$0.60	\$0.60	
Florida	Up to \$0.50	\$0.50	\$0.50	Suspended
Georgia	Up to \$1.50	Up to \$1.50	\$1.50	Point of sale \$0.75 per transaction
Hawaii	\$0.27	\$0.66	\$0.66	
Idaho	Up to \$1.00	Up to \$1.00	\$1.00	
Illinois	\$0.30 up to \$5.00	0.73 (City of Chicago WRLS fee \$2.50)	Same as WLN fee	1.5% per retail transaction collected at point of sale. 7% per retail transaction for Chicago only.
Indiana	3% to 10% of monthly access charge	\$0.90	Same as WLN fee	\$0.50
Iowa	\$1.00	\$1.00	\$1.00	\$0.33 per retail transaction
Kansas	\$0.53	\$0.53	\$0.53	1.06 percent per retail transaction - collected at point of sale
Kentucky	Varies by County; no limitation; Current Range \$.50 to \$4.50	\$0.70	Same as Local Landline Fee: Varies by county	Provider selects from 3 statutory options to calculate the fee 1) Collect from each account w/ a balance of at least \$0.70 2) Formula dividing prepaid revenue by 50 then multiplying by \$0.70 3) Board regulation (optional w/ Board & no reg has been adopted)
Louisiana	5% of tariff rates	\$0.85	Varies per Wireline Structure	
Maine	\$0.45	\$0.45	\$0.45	\$0.45 POS
Maryland	\$1.00	\$1.00	\$1.00	\$.60 per retail transaction for pre-paid wireless telecommunications service collected at the point of sale.
Massachusetts	\$0.75	\$0.75	Same as WLN & WLS	By regulation, (560 CMR 3.00), 2 options: (1) prepaid wireless provider collects surcharge on a monthly basis from each subscriber, end user, or customer; or (2) prepaid wireless provider calculates and remits the total surcharge for the month by (a) dividing its total Massachusetts revenue for prepaid wireless telephone service for the month by its national average revenue per user for prepaid wireless telephone service, and (b) multiplying the result by \$0.75.
Michigan	State = \$0.19/Local Varies (up to \$3.00)	State = \$0.19/Local Varies (up to \$3.00)	Same as WLN & WLS	\$0.90

State	WLN Fee	WLS Fee	VoIP Fee	Prepaid
Minnesota	\$0.80	\$0.80	\$0.80	
Mississippi	\$0.85 to \$2.05	\$1.00	N / A	
Missouri	15% of tariff rate or \$0.75	none	N / A	
Montana	\$1.00	\$1.00	\$1.00	
Nebraska	\$0.50 or higher under certain conditions	0.50 (can go to \$.70)	N / A	
Nevada	\$0.25 or tax base	\$0.25 or tax base	N / A	
New Hampshire	\$0.57	\$0.57	0.57	House Bill retained for study and report to full House in 2014 session. Committee reported that it need additional time to determine whether to recommend POS or Provider pays.
New Jersey	\$0.90	\$0.90	\$0.90	
New Mexico	\$0.51	\$0.51	N / A	
New York	\$0.35 or \$1.00	\$0.35 and &1.25	N / A	
North Carolina	\$0.60	\$0.60	\$0.60	
North Dakota	\$1.00 - \$1.50	\$1.00 - \$1.50	\$1.00 - \$1.50	2% assesment on the gross receipts collected a point of sale
Ohio	Property tax and/or fee up to \$0.50	\$0.28	N / A	
Oklahoma	Varies up to 15% of tariff rates	\$1.50	Varies per Wireline Structure	
Oregon	\$0.75	\$0.75	\$0.75	
Pennsylvania	\$1.00 to \$1.50	\$1.00	\$1.00	POS: \$1.00 per retail transaction
Rhonde Island	\$0.47	\$0.47	\$0.47	
South Carolina	\$0.50 to \$1.50	\$0.58	N / A	
South Dakota	\$1.25	\$1.25	No	2% Retail POS
Tennessee	Up to \$1.50 on resid. & Up to \$3.00 for bus.	Up to \$3.00, currently set at \$1.00	Up to \$3.00 currently set at \$1.00	POS
Texas	\$0.50 plus it varies by HRC & ECD	\$0.50	\$0.50	2% POS
Utah	\$0.61 local fee plus \$0.08 state fee	\$0.61 local fee plus \$0.08 state fee	\$0.61 local fee plus \$0.08 state fee	1.9% POS. The retailer retains 3% of the 1.9% for collection cost, the state tax commission retains 1.5% of the 1.9% as a cost of collection, of the 95.5% left, the money is distributed based upon the following formula 80.3% to the local PSAP, 9.2% to Poison Control, and 10.5% to the state 911 committee.
Vermont	USF	none	N / A	
Virginia	\$0.75	\$0.75	\$0.75	The prepaid wireless E-911 charge is \$0.50 per retail transaction. Except as otherwise expressly provided, the charge imposed shall be collected by the Tax Commissioner and shall be implemented, enforced, and collected in the same manner as retail sales and use taxes are implemented, enforced, and collected under the Virginia Retail Sales and Use Tax Act (§ 58.1-600 et seq.).
Washington	\$0.25 state & \$0.70 local	\$0.25 state & \$0.70 local	\$0.25 state & \$0.70 local	
West Virginia	Varies	\$3.00	Varies per Wireline Structure	
Wisconsin	Varies	\$0.00	N / A	
Wyoming	\$0.25 - \$0.75	\$0.25 - \$0.75	\$0.25 - \$0.75	N/A

Glossary of Terms

Appendix 11

911 A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.

911 Network - Literally, the dedicated circuits and switching components used to transport voice from the originating central office, PBX, or other equivalent point to the 911 controller unit at the PSAP.

911 Service - The delivery of 911 dialed calls from the originating switch to the PSAP call taker, with associated delivery of ANI and ALI data.

911 System - The set of network, database and CPE components required to provide 911 service.

ALI Automatic Location Identification

The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.

ANI Automatic Number Identification

Telephone number associated with the access line from which a call originates.

Analog

As applied to 911, call transport using signaling involving a physical change, such as voltage or frequency. Analog trunking using multi-frequency tones (MF).

APCO Association of Public Safety Communications Officials

The Association of Public Safety Communications Officials International, Inc. is a not-for-profit professional organization dedicated to the enhancement of public safety communications. APCO exists to serve the people who manage, operate, maintain, and supply the communications systems.

AR Alternate Routing

A standard feature provided to allow E911 calls to be routed to a designated alternate location if **(1)** all E911 exchange lines to the primary PSAP are busy, or **(2)** the primary PSAP is closed down for a period of time (night service).

ACN Automatic Collision Notification

A service provided by vendors such as OnStar and ATX that allows sensors in vehicles to automatically initiate a call to a central answering point upon specific levels of vehicle impact, air bag deployment, etc.

Basic 911

An emergency telephone system, which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI.

CAS Call Associated Signaling

Allows for the device position or location information to be delivered to the emergency services network in the call signaling as part of the call set-up information. With CAS, the originating network pushes the position information to an Emergency Services Network Entity (ESNE).

CTIA Cellular Telecommunications and Internet Association

The Cellular Telecommunications and Internet Association is the international organization that represents all elements of wireless communication such as cellular, personal communication services, enhanced specialized mobile radio, and mobile satellite services serving the interests of service providers, manufacturers, and others.

CMRS Commercial Mobile Radio Service includes all of the following:

1. A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.
2. A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.
3. A network radio access line.

CMRS Connection - Each number assigned to a CMRS customer.

Company Identifier (Company ID)

A 3 to 5 character identifier chosen by the Local Exchange Carrier that distinguishes the entity providing dial tone to the end user. The Company Identifier is maintained by NENA in a nationally accessible database.

Consolidated Dispatch

A countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, firefighting, emergency medical service, and other emergency service agencies within the geographical area of a 911 service district or serves 75% or more of the population within a 911 service district.

CBN Callback Number

The VoIP subscriber's telephone number.

CRN Contingency Routing Number

A 10-digit, 24x7 PSAP emergency telephone number used for fallback routing if a call cannot be routed through the selective router to the PSAP.

Database

An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 911, such databases include master street address guide (MSAG), telephone number/emergency service number (ESN), and telephone customer records.

Database Service Provider

A service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.

Dedicated Trunk

A telephone circuit used for a single purpose such as transmission of 911 calls.

DR Default Routing

The capability to route a 911 call to a designated (default) PSAP when the incoming 911 call cannot be selectively routed due to an ANI failure or other cause.

ECRF Emergency Call Routing Function

A functional element in an ESInet which is a LoST protocol server where location information (either civic address or geo-coordinates) and a Service URN serve as input to a mapping function that returns a URI used to route an emergency call toward the appropriate PSAP for the caller's location or towards a responder agency.

EMS Emergency Medical Service

The emergency medical response group established under the Emergency Medical Systems Act of 1972.

ENP Emergency Number Professional

A certification program for telecommunicators to encourage professional growth, promote a standard of competence, ensure an awareness of current issues in the 911 field and provide formal recognition of individuals for professional achievement.

ESN Emergency Service Number

A number defining the primary PSAP and up to five secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E911 service.

ESZ Emergency Service Zone

The designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.

Emergency Telephone Charge

Emergency telephone operation charge and emergency telephone technical charge.

Emergency Telephone District

The area in which 911 service is provided or is planned to be provided to service users under a 911 system implemented under this act. Also referred to as "911 service district."

Emergency Telephone District Board

The governing body created by the board of commissioners of the county or counties with authority over an emergency telephone district.

Emergency Telephone Operation Charge

A charge for non-network technical equipment and other costs directly related to the dispatch facility and the operation of one or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operation charge does not include non-PSAP related costs such as response vehicles and other personnel.

ETSC Emergency Telephone Service Committee

A committee created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services.

Emergency Telephone Technical Charge

A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectable technical and operation charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 911 service under this act.

E911 Enhanced 911

An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI, and ALI.

ESGW Emergency Services Gateway

A component, residing in the VoIP service provider's network, responsible for integrating the SIP network with the emergency services network and routing 911 calls to the appropriate selective router, based on the ESRN/ESQK it receives from the regional call server on the 911 call server.

ESME Emergency Services Message Entity

The ESME routes and processes the out-of-band messages related to emergency calls. This functionality is sometimes incorporated into the ALI database engine of a selective router.

ESNE Emergency Services Network Entity

The ESNE routes and processes the voice band portion of the emergency call. The ESNE is composed of selective routers, which are also known as routing, bridging, and transfer switches.

ESQK Emergency Services Query Key

A digit string that uniquely identifies an ongoing emergency services call and is used to correlate the emergency services call with the associated data messages. It may also identify an emergency services zone and may be used to route the call through the network, similar to an ESRK in wireless E911 networks.

ESRN Emergency Services Routing Number

A 10-digit number that specifies the selective router to be used to route a call.

Final 911 Service Plan A tentative 911 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 911 service district of the tentative 911 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.

First Responder

Police, fire, or medial resource who is dispatched to handle 911 calls and deliver emergency services.

GIS Geographical Informational System

A computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as street address) into an explicit map location. It has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map i.e. Latitude/Longitude from a wireless 911 call.

HCAS Hybrid CAS

A combination of CAS (Call Associated Signaling) and NCAS (Non-Call Associated Signaling).

Hypertext Link

A way to connect two Internet resources via a simple word or phrase on which a user can click to start the connection and easily access cross-references.

ISDN Integrated Services Digital Network

A digital interface providing multiple channels for simultaneous functions between the network and CPE.

Internet Protocol Telephony

Blending of voice, data, and video using Internet Protocol for each across the Internet or other existing IP-based LANs and WANs, effectively collapsing three previously separate networks into one.

I2 NENA Defined VoIP Solution

I2 routes VoIP calls into the current E911 systems and to the correct PSAP with correct ANI and ALI. I2 accommodates both stationary and nomadic users and provides MSAG valid location information and provides a method for nomadic user location either through an automated process or user input via a service prompted, web-based form or equivalent. Intended migratory path from i1.

I3 NENA Defined VoIP Phase E911 Solution

Also referred to as Long Term, Next Generation 911. This enables end to end IP based E911 design, supporting VoIP originated call delivery and the transition of current wireline and wireless service providers to IP interface technology. Support IP mobility users, and all capabilities of I2. Utilizes extended capabilities of IP to provide location and other information with the call, as well as other sub-sets of relevant.

Lat/Lon Latitude and Longitude

Latitude and Longitude are a coordinate system by means of which the position or location of any place on the earth's surface can be described. Also known as x,y.

LEC Local Exchange Carrier

A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), and Local Service Providers (LSPs)

LIS Location Information Server

A Location Information Server (LIS) is a functional entity that provides locations of endpoints. A LIS can provide Location-by-Reference, or Location-by-Value, and, if the latter, in geo or civic forms. A LIS can be queried by an endpoint for its own location, or by another entity for the location of an endpoint. In either case, the LIS receives a unique identifier that represents the endpoint, for example an IP address, circuit-ID or MAC address, and returns the location (value or reference) associated with that identifier. The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.

LNP Local Number Portability

A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.

LoST Location to Service Translation

A protocol that takes location information and a Service URN and returns a URI. Used generally for location-based call routing. In NG911, used as the protocol for the ECRF and LVF.

LRO Last Routing Option

Routing information sent by the VPC that provides a "last chance" destination for a call, for example the CRN or a routing number associated with a national call center.

MCDA Michigan Communication Directors Association

An organization for Public Safety Managers and Directors to support the development and management of their Public Safety Communications Centers.

MLTS Multi-Line Telephone System

A system comprised of common control unit(s), telephone sets, control hardware and software, and adjunct systems used to support the capabilities outlined herein. This includes network and premises based systems. E.g., Centrex, VoIP, as well as PBX, Hybrid, and Key Telephone Systems (as classified by the FCC under Part 68 Requirements) and includes systems owned or leased by governmental agencies and non-profit entities, as well as for-profit businesses.

MSAG Master Street Address Guide

A perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.

Mobile Subscriber

A subscriber who uses a wireless device that can be in motion during the call. Wireless Fidelity (WiFi) VoIP is expected to eventually allow the end user to take a home-based telephony connection and roam within an interconnected wireless network, much as cellular technologies allow today.

NASNA National Association of State 911 Administrators

The National Association of State 911 Administrators is a not-for-profit corporation of full time state 911 coordinators whose primary responsibility is to administer 911 programs in their respective states. NASNA members review public policy issues, federal regulations, technology issues and funding mechanisms that impact 911 delivery.

NENA National Emergency Number Association

The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation—One Number.” NENA is a networking source and promotes research, planning, and training. NENA strives to educate, set standards, and provide certification programs, legislative representation, and technical assistance for implementing and managing 911 systems.

NCAS Non Call Associated Signaling

A method for delivery of wireless 9-1-1 calls in which the Mobile Directory Number and other call associated data are passed from the Mobile Switching Center to the PSAP outside the voice path.

Nomadic Subscriber

A subscriber who uses a device that is static during a call but does not have a static IP address assigned to it. Nomadic subscribers use Internet Service Provider (ISP) VoIP, which allows the end user to establish a telecommunications connection wherever he or she can obtain an Internet-based connection to her ISP provider.

NG911 Next Generation 911

NG911 is an IP-based system comprised of managed IP-based networks (ESInets), functional elements (applications), and databases that replicate traditional E911 features and functions, and provide additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for PSAPs and other emergency service organizations.

NOC Network Operations Center

A location from which the operation of a network or internet is monitored. Additionally, this center usually serves as a clearinghouse for connectivity problems and efforts to resolve those problems.

PBX Private Branch Exchange

A smaller version of the phone company central switching office, usually privately owned by a non-telephone business. A PBX connects to the larger telephone network for external call handling, and usually requires dialing an access digit such as 9 or 8 to make an external call.

Phase I Wireless E911 Service

Dispatch center receives call back number of the wireless phone used to dial 911 and the location of the cell site used to handle the call.

Phase II Wireless E911 Service

Dispatch center receives specific location information of the wireless caller dialing 911, within parameters set by the Federal Communications Commission.

Primary PSAP

A PSAP to which 9-1-1 calls are routed directly from the 911 Control Office. (See PSAP below.)

Public Safety Agency

An entity that provides firefighting, law enforcement, emergency medical, or other emergency service.

PSAP Public Safety Answering Point

A facility equipped and staffed to receive 911 calls. A Primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

PSTN Public Switched Telephone Network

The international telephone system based on copper wires carrying analog voice data.

Redundancy

Duplication of components, running in parallel, to increase reliability.

Relay Method

A PSAP notes pertinent information and relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Secondary PSAP Answering Point

A communications facility of a public safety agency or private safety entity that receives 911 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

SIP Session Initiation Protocol

SIP is the IP-based protocol defined in IETF RFCs 3261 and 2543. SIP is one of the two dominant messaging protocols used by the VoIP industry.

SNC State 911 Committee

Effective at its June 24, 2008, meeting, the Emergency Telephone Service Committee changed its name to reflect current systems and technology. Its original creation and purpose remains the same.

SR Selective Routing

The routing of a 911 call to the proper PSAP based upon the location of the caller.

Selective Router

The node in the emergency services network that performs enhances call routing for 911 calls. Usually operated by the LEC.

Service Provider

An entity providing one or more of the following 911 elements: network, CPE, or database service.

Service Supplier

A person providing a telephone service or a CMRS to a service user in this state.

Service User

An exchange access facility or CMRS service customer of a service supplier within a 911 system.

SS7/ CCS7 Signaling System 7 (SS7)/Common Channel Signaling (CCS7)

An inter-office signaling **CCS7** network separate from the voice path network, utilizing high-speed data transmission to accomplish call processing. (The Public Switched Telephone Network is in the process of upgrading from MF Signaling to SS7.)

Static Subscriber

A subscriber who uses a device that is static during a call and has a static IP address assigned to it. Static subscribers use cable and DSL VoIP, often deployed in static configurations in which the end user stays at a fixed location and uses the standard North American Numbering Plan. Examples of this service include residential landline replacements using cable or DSL connections.

Switch

Telephone company facility where subscriber lines or interswitch trunks are joined to switching equipment for connecting subscribers to each other, locally, or long distance.

(911) System Service Provider

The entity that manages, maintains and provides various 911 elements such as ALI database, MSAG to Public Safety Answering Points. This function is often performed by the LEC.

Tariff

The rate approved by the Public Service Commission for 911 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.

Telecommunicator

As used in 911, a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators, or any combination of such functions in a PSAP.

Tentative 911 Service Plan

A plan prepared by 1 or more counties for implementing a 911 system in a specified 911 service district.

Transfer Method

A PSAP transfers the 911 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Trunk

Typically, a communication path between central office switches, or between the 911 Control Office and the PSAP.

Universal Emergency Number Service

Public telephone service that provides service users with the ability to reach a public safety answering point by dialing the digits "911." Also referred to as "911 Service."

Universal Emergency Number Service System

A system for providing 911 service under P.A. 80 of 1999. Also referred to as “911 System.”

V-E2 An extension to the E2 ALI interface (specified in TIA J-STD-036)

V-E2 is defined by the NENA VoIP Location Working Group. V-E2 provides support for a “VoIP” class-of-service indicator in the response message from the VPC to the ALI.

VoIP Voice Over Internet Protocol

VoIP is a system for providing telephone service over the internet.

VoIP Provider

A generic term to describe a company that provides VoIP call services. Some VoIP providers provide direct service to the consumer (VoIP service providers). Others provide backbone and PSTN access services (VoIP carriers). Still others provide ESGW (ESGW operators). Some VoIP providers provide more than one of these Services.

VPC VoIP Positioning Center

The application that determines the appropriate PSAP, based on the VoIP subscriber’s position, returns associated routing instructions to the VoIP network, and provides the caller’s location and the callback number to the PSAP through the ALI.

Wireless

A phone system that operates locally without wires, using radio links for call transport.

Wireless Emergency Service Order

The order of the Federal Communications Commission. FCC docket No. 94-102, adopted June 12, 1996, with an effective date of October 1, 1996.

Wireless Phase I

Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rule making (NPRM) 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector. (Target date April 1998.)

Wireless Phase II

Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rule making (NPRM) 94-102. The delivery of a wireless 911 call with Phase I requirements plus location of the caller within 100 meters 67% of the time for network-based caller location systems and within 50 meters 67% of the time for handset-based location systems. (Target start date October 2001.)

Wireless Telecommunications

The family of Telecommunications services under the heading of Commercial Mobile Radio Service. Includes Cellular, Personal Communications Services (PCS), Mobile Satellite Services (MSS), and Enhanced Specialized Mobile Radio (ESMR).

Wireline

The transmission of speech or data using wired connections.